Newgen's
Email Classification Solution for Guidewire Applications

Overview

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Sorting through countless emails to find policy- and claim-related messages is a tedious and time-consuming task. Newgen's email classification solution for Guidewire application automatically categorizes emails based on predefined criteria, streamlining the process of managing incoming emails, whether from monitored or unmonitored inboxes.

Key Challenged Faced by Users in the Absence of a Classification Solution

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- Incomplete data, slow responses, resulting into claim delays and customer churn

- High email volumes, leading to inefficiencies and slow response times

- Poorly organized folders causing delayed responses

- Negligence on email archival, hindering customer support and data loss

- Lack of manual classification options, disrupting information flow

Newgen's Email Classification WorkDesk

Newgen's email classification solution, built on Newgen Contextual Content Services (ECM) Platform, streamlines email management within Guidewire. It synchronizes both monitored and unmonitored inboxes, automatically categorizing emails using predefined criteria and storing them in Guidewire claims and policies.

Users can manually classify emails and roll out personalized customer messages based on specific actions. The solution also alerts users about unclassified emails, allowing for manual classification into the appropriate claims and policies. This solution not only saves time but also ensures important emails are securely stored and easily accessible for future actions. It also supports email archival within the relevant claim or policy section in Guidewire for further processing.

Accurate Identification:
Eliminates manual steps by analyzing email subjects against defined parameters for precise identification

Segregation Capability:
Separates attachments from emails, providing a composite view for increased user experience.

The Solution

Support for Large Mailbox Volumes: Covers both monitored and unmonitored mailboxes, making it suitable for organizations

Archival to Guidewire:
Archives all classified emails in Guidewire's ECM repository, reducing overall process TAT

Why Choose Newgen's Solution?

Time and Resource Efficiency
Save valuable time and resources through automated email management

Reduced Transaction Processing Costs
Handle emails efficiently and witness a drastic reduction in costs of transaction processinsg

Enhanced Data Accuracy
Improve the accuracy of business information by eliminating manual errors in data entry and classification

Elevated Customer Service Standards
Raise customer service standards by promptly acting on received information

Meeting SLAs and Strengthened Supplier Relations
Meet tight SLAs and foster improved relationships with suppliers and third-parties

About Newgen

Newgen is the leading provider of a unified digital transformation platform with native process automation, content services, communication management, and AI/ML capabilities. Globally, successful enterprises rely on Newgen's industry-recognized low code application platform to develop and deploy complex, content-driven, and customer-engaging business applications on the cloud. From onboarding to service requests, lending to underwriting, and for many more use cases across industries, Newgen unlocks simple with speed and agility.

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