

# Newgen AI Mailroom Management for Guidewire

Smart Email Classification | Contextual  
Replies | Seamless Activity Creation

## Why Insurance Email Classification Needs a Rethink

A flood of emails across claims, policy servicing, and billing brings critical challenges for insurance teams.



Long  
processing  
time and  
slower  
service



Heavy  
manual  
workload  
for frontline  
staff



Gaps in  
quality  
control and  
regulatory  
alignment

## Streamline Email Processing with GenAI

NewgenONE **AI-powered Mailroom** Solution, integrated with Guidewire, offers end-to-end automation for email intake and processing.

NewgenONE AI-powered Mailroom Solution was a top-10 finalist at Guidewire DEVHack 2025.

Core Capabilities

Email Intelligence and Automation

- ▶ Classifies emails and attachments using Guidewire context, even without IDs
- ▶ Crafts contextual replies with Marvin, the NewgenONE GenAI agent & enables in-app viewing of attachments
- ▶ Summarizes emails visually with sentiment cues via Jutro Smart Forms

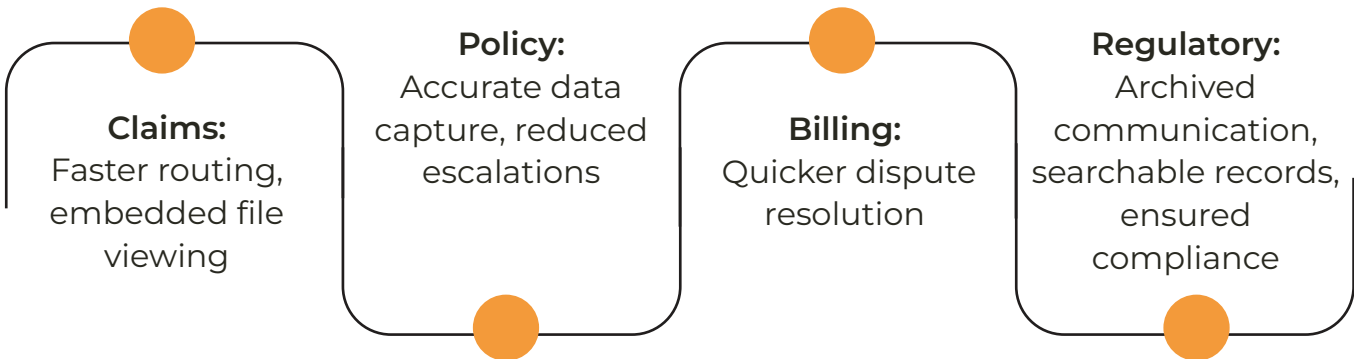
Seamless Integration and Execution

- ▶ Creates activities directly in ClaimCenter, PolicyCenter, or BillingCenter
- ▶ Ensures compliance with real-time archival & automates follow-ups
- ▶ Supports human-in-the-loop triage for low-confidence scenarios

Scalable and Smart by Design

- ▶ Handles large volumes without performance drop
- ▶ Delivers GenAI-powered suggestions for next-best actions
- ▶ Ensures consistent service across claims, policy, and billing

Built for Smart Insurance Journeys



The Intelligence Behind the Innovation

1 **NewgenONE:**  
Develop at speed with our AI-first, low-code platform

2 **NewgenONE Marvin:**  
Leverage contextual summarization and intelligent routing

3 **Embedded Viewer:**  
View attachments inside Guidewire without downloads

NewgenONE Contextual Content Services Platform – A Leader in The Forrester Wave™: Content Platforms, Q1 2025

About Newgen

Newgen is the leading provider of an AI-first unified digital transformation platform with native *process automation*, *content services*, *customer engagement*, 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.

For more details, visit [www.newgensoft.com](http://www.newgensoft.com) or email, [info@newgensoft.com](mailto:info@newgensoft.com)

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