

# SHIFT

## Intelligent Decisioning – Turning a Simple Claim Into a Touchless Claim

Even a “simple” claim may contain complexities that force automated systems to escalate, tying up claims adjusters as they work to verify minor details. Here’s how intelligent decisioning reduces workloads and creates truly touchless claims.

**The Scenario**  
A rear-end collision.

**The Situation**  
Only two cars involved.  
Damages less than \$2,500.  
No one is injured.



**Determine Liability**  
Leverage claims data to expedite initial liability decisions and drive the correct claims adjudication steps

**Repair Estimate**  
Automatically compare and verify repair estimates against the reported details of a claim

**Validate Reporting**  
Compare details of loss event against provided documentation to triage claim appropriately and accelerate claim processing

## Intelligent Decisioning Handles Complexity

Using intelligent decisioning, the Shift AI automatically identifies claims details requiring action, minimizes low value work and helps handlers focus on the greatest areas of impact.



**P&C Claims Intake Decisions**  
automatically validates insurance and contact information of involved parties and assigns claims to the best adjuster to support.

**The Shift AI** corroborates the reported details of the collision against provided police reports and uses them to verify the correct information.

**The P&C Claims Document Decisions** solution is trained on insurance paperwork and uses the wider context and information contained in the form to correctly tag relevant details in a repair estimate.

## Towards Increasingly Touchless Claims

Even a relatively simple claim can still contain information that requires the attention of an adjuster. With intelligent decisioning, that doesn't have to happen. Shift's AI-powered claims solutions can take actions that go beyond simple automation – verifying details and correcting errors without flagging human attention. This frees up your experienced workforce to focus on more costly, extensive, and complicated claims.



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### About Shift Technology

Shift Technology delivers AI decisioning solutions to benefit the global insurance industry and its customers. Our products enable insurers to automate and optimize decisions from underwriting to claims, resulting in superior customer experiences, increased operational efficiency, and reduced costs. The future of insurance starts with Decisions Made Better.

Learn more at [www.shift-technology.com](http://www.shift-technology.com)