

salesforce

Salesforce Accelerator:
A Simple Solution for the Entire Claims Process



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Leading Communication Solution Provider



Client had a robust solution for insurance carriers to connect with their customers



With many clients using Salesforce for sales and service of their customers; the client was looking for a salesforce accelerator for their solution



Was asked to develop a solutions that would seamlessly work with their solution and also a very configurable and flexible solution that be integrated in Salesforce for various customers

Futran Solution

1. Studied the existing solution and various scenarios and configuration that could be possible in Salesforce
2. Created and Managed and un-managed package that can be easily configure as per customers set-up
3. Extensive use of web-hooks for in-bound and out bound communication between Salesforce and existing client solution
4. Customized chat, message template, Survey features for the adjudicators
5. Capability to download messages/media/documents as part of case management requirements.

Outcomes

1. Robust and flexible salesforce solution to enable additional revenue generation and client acquisition/retention
2. Omni-channel capability for the solution for various client needs
3. Enhanced capability in Salesforce to seamlessly service customer and collect feedback

Technologies



Salesforce Capabilities
-Admin, Apex, Triggers, Alerts

Lightning
Components



Amazon API
Gateway

Amazon S3

Amazon EC2