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CASE STUDY
HOME CLAIMS

The claims repair company that coordinates every appointment without spending the day on the phone

EKUANTUM · EMPRESA IA

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THE CLIENT · THE PROBLEM

A repair company working for insurers

1	4	1	1
claims system, which stays	most common types of claim	team of technicians	formal-email inbox

01

Lining up appointments is a job in itself

Calling the policyholder, finding the technician, moving the appointment when someone drops out. Half a day on the phone.

02

Formal emails do not wait

Each insurer asks for reports, quotes and confirmations in its own format. Answering well takes time.

03

The quote goes out late

From the report and photos to the quote takes days, and the insurer waits to give its approval.

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THE SOLUTION

Their digital workforce, seat by seat

A single brain (the types of claim, each insurer's rules and the technicians' diary) feeds all its agents. Each module is a job position, not a tool.

THE BASE: WHAT WE ALWAYS SET UP

AI Employee APPOINTMENTS

Calls and writes on WhatsApp to the policyholder, proposes a slot and confirms the appointment with the technician. Also answers incoming calls.

EK1 Suite TECHNOLOGY

The company panel: CRM, diary, quotes, invoices and team time tracking.

Email Agent Pro CUSTOMER CARE

Reads the insurers' email and leaves the formal reply ready to review. The urgent is flagged.

Official WhatsApp CHANNEL

A Meta-verified number to write to the policyholder without blocks.

KOR Premium MANAGEMENT

An assistant you ask about your claims that works with the company's data.

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THE SOLUTION · 2

FROM THE AI COMPANY CATALOG

API connector TECHNOLOGY
If the claims system has an API, it is connected so jobs and statuses travel on their own.

Set-up and strategy IMPLEMENTATION
The company's knowledge is loaded and the automations are tested with a real claim.

THE SECTOR POSITIONS

Questionnaires IA OPERATIONS
The claim's pre-visit report, which the policyholder fills in from their phone with photos before the visit.

Quotes and invoices ADMINISTRATION
With a link to accept, from the same claim record.

Shared diary OPERATIONS
The technicians' diary with real slots, so nothing is promised that cannot be done.

Simple signing OPERATIONS
The policyholder's sign-off, signed from the phone when the repair is finished.

Time tracking TEAM
The team clocks in with two taps from their phone.



AVAILABLE

⭐ Appointments AI Employee

The one that spends the day coordinating: policyholder, technician and insurer. It works with the data you give it and leaves a record of every step:

- ✓ Contacts the policyholder by WhatsApp or phone and proposes a day and time
- ✓ Confirms with the technician and moves the appointment if something changes
- ✓ Answers incoming calls at any hour and in several languages
- ✓ Leaves each action noted on the claim record

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AN ORDINARY DAY

Life with a digital workforce

08:30 A claim notice comes in. The AI Employee writes to the policyholder, sends the pre-visit report and proposes a slot.

10:10 The policyholder fills in the report with three photos. The technician sees the job before setting off.

12:40 The AI Employee confirms the appointment with the technician and tells the policyholder the arrival time.

15:00 A formal email arrives from an insurer asking for a report. Email Agent Pro leaves the reply ready and a person reviews it.

18:20 The policyholder signs the sign-off from their phone and the invoice goes out from the record.

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WHAT WE DESIGN

What we want to happen

1
call, not ten, to line up each appointment

24/7
policyholder service, with instant replies

1
record per claim with photos, appointments and emails

0
formal emails without a prepared reply

These are not measured results: it is the way of working we design. Every business is different and none of this is a promise or a guarantee.

STARTS AT

2,997€

+ 100€/mo · or €295/mo + €100/mo maintenance, no set-up fee

A deployment like this starts with the **AI Employee and an EK1 panel** (Kira from €2,997 + €100/mo, or €295/mo + €100/mo maintenance, no set-up fee; the panel from €29/mo), the base everything else sits on. The modules you need are quoted by volume on the discovery call. Prices exclude VAT.

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Shall we talk about your company?

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