Seamlessly Integrated with
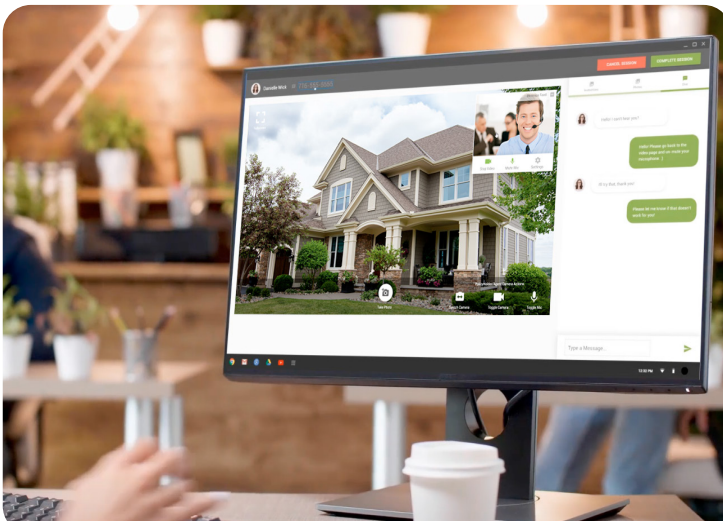
UTILANT
LossControl360

UTILANT
GuideStream360

Virtually guide your policyholders to collect critical information!

What is Guide Stream 360?

Utilant's Guide Stream 360 allows insurance professionals to request live video consultations with policyholders, enabling the remote collection of critical underwriting information that is seamlessly passed between Guide Stream 360 and your implementation of Loss Control 360.

Mentor ⇄ **Policyholder**

Collect and leverage critical underwriting information

Empower your staff to remotely take and identify photos, fill form answers, and make recommendations as if they were right on site.

Add value to existing virtual data collection methods

Expand on your current data collection methods such as Self-Survey, phone surveys, and third party data.
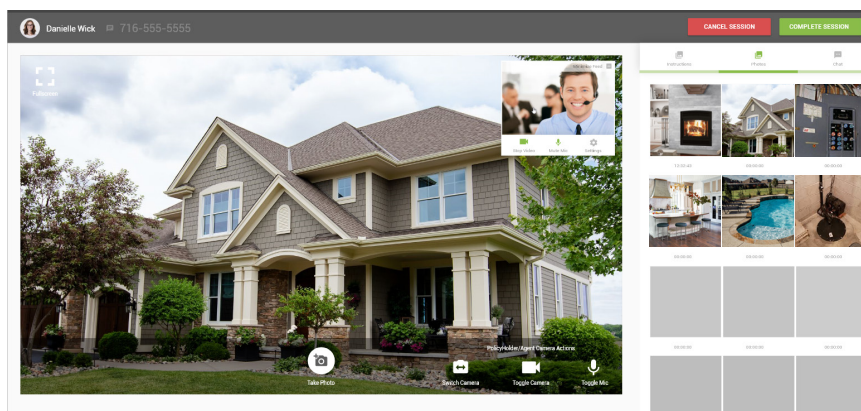
No app needed!

Conduct virtual surveys with iOS, Android, and Windows users. Guide Stream 360 is a web based application that does not require an app to be installed for the mentor or policyholder.
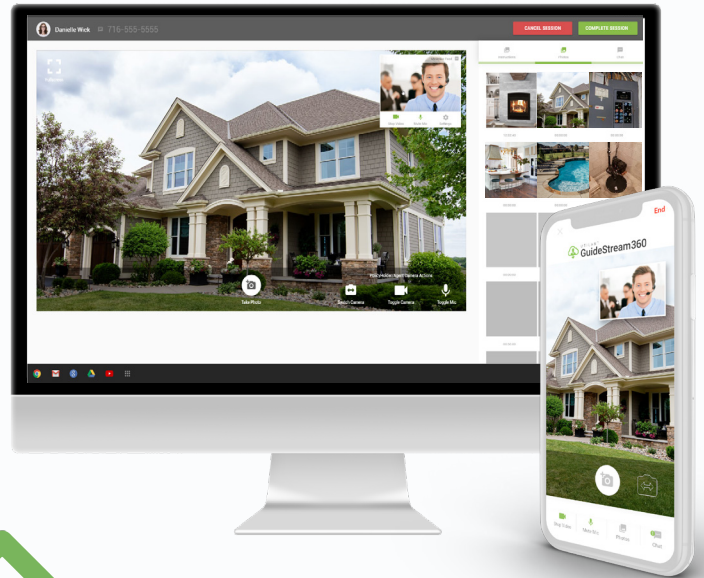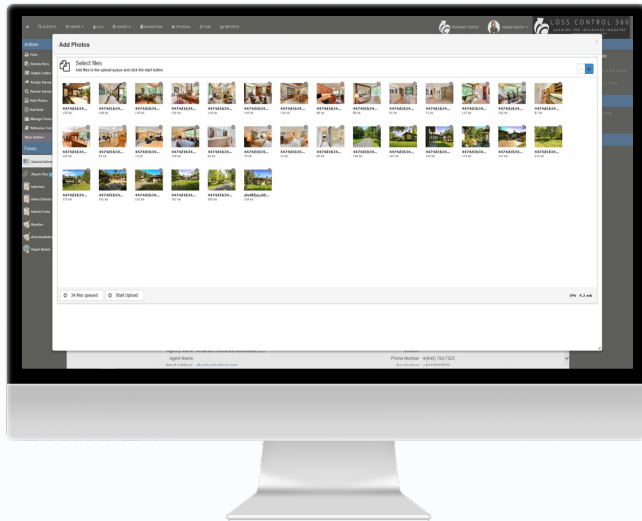

The Mentor View

The mentor is presented with an easy to use interface packed with a variety of features that make collecting underwriting information a breeze. While being virtually walked through the site, the mentor can perform actions on the policyholder's behalf as well as transfer information between Guide Stream 360 and an implementation of LC360.

Features include:

- Mentor instructions
- Take/tag photos
- Live session chat
- Toggle policyholder cam/mic

- Multiple monitor support
- Direct link to LC360 survey
- Session recorded for review

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Seamlessly integrated with Loss Control 360

(1)

Add to a LC360 survey

Guide Stream 360 can be added as a form to any survey in Loss Control 360.

(2)

Policyholder scheduling

After the form is added, an invite is sent to the policyholder where they can start a session or pick a future date/time based on availability.

(3)

Notifications sent

The mentor will receive a calendar notification or immediately starts the session from within LC360.

(4)

Guide Stream session

The mentor collects pertinent survey information and photos, on behalf of the policyholder, while filling form information in LC360.

(5)

Session review

The session's recording and pictures are presented to the mentor for final review before closing the session.

(6)

Synchronization

Upon completion, the recorded video session, photos, tags and chats are used to create a full timeline report that is transferred directly back to the LC360 survey.