

Warranty Claim Agent

Automate warranty claim management with intelligent workflows, eligibility validation, and end-to-end visibility across the claim lifecycle.

Overview

Sonata's Warranty Claim Agent enhances warranty management through automated workflows and end-to-end visibility. It centralizes warranty claim operations by consolidating data from multiple sources, eliminating departmental silos, and improving efficiency across the claim lifecycle.

The solution is designed for manufacturers, retailers, and service providers seeking to improve customer satisfaction while reducing operational inefficiencies. It enables organizations to manage warranty claims more efficiently by streamlining submission, validation, review, and processing activities.

By addressing common challenges such as delayed processing, miscommunication, and manual errors, the Warranty Claim Agent helps organizations deliver a better post-purchase experience while improving internal coordination and operational efficiency.

Challenges

- Manual and time-consuming claim entry
- Inconsistent eligibility and validation checks
- Delayed review and approval cycles
- Disconnected claim processing systems
- Inefficient claim settlement and tracking
- Limited reporting and compliance monitoring
- Poor customer experience

Key capabilities

- Claim initiation and digital submission
- Automated eligibility checks and validation
- Streamlined review and approval workflows
- Integrated claim processing engine
- End-to-end visibility into the customer asset lifecycle

How it works

- Customer asset registration: Customer asset and warranty tier details are pre-registered in Dynamics 365
- Claim initiation and submission: The customer submits a warranty claim through a guided bot.
- Case creation and eligibility check: The system performs a warranty eligibility check and creates a case.
- Eligibility validation: Eligibility is determined through backend validation of entitlement status, warranty coverage, and applicable inclusions and exclusions.
- Claim review and approval: Copilot flags anomalies and potential policy violations, then sends a summary and approval request to a human approver in Teams, ensuring a human-in-the-loop review process.
- Claim processing: Approved claims are routed to a sub-workflow for work order creation and scheduling in field service.

Business impact

- Significant enhancement in customer experience
- Faster claim lifecycle from submission to settlement
- Fewer claim errors and policy exceptions
- Improved transparency and responsiveness
- Reduced manual workload for service and teams
- Lower cost per claim and quicker settlements
- Actionable insights through enhanced reporting
- Scalable to manage seasonal or high-volume claim spikes

Who benefits?

- Customer/dealer/service partner
- Customer service/call center agent
- Warranty analyst/coordinator
- Warranty approver/supervisor
- Service/field technician
- Service manager/operations lead

Sales inquiry

Write to us: partnerupdates@sonata-software.com