

WHERE TEXTBACK FITS

An answering service takes a message. Textback starts intake.

ClaimCascade does not replace your team. It captures the missed moment, asks the first intake questions, and routes the summary so your callback starts warmer.

Voicemail

- Passive
- Caller waits
- No qualification
- Easy to ignore
- Callback starts cold

Answering service

- Human coverage
- Takes basic message
- Quality varies
- Can miss claim-specific context
- Still needs manual sorting

ClaimCascade Textback

- ✓ Instant missed-call response
- ✓ Claim-specific intake prompts
- ✓ Structured loss details
- ✓ Routed summary
- ✓ Works on top of existing phone line

A good answering service isn't the problem — most just weren't built for claim intake. **ClaimCascade is a focused intake layer for the missed policyholder call**, running alongside whatever coverage you already have.

Missed call (407) 555-0148 — 2:41 PM

Textback Sorry we missed you! What kind of damage are you dealing with?

Caller Roof damage from the storm last night

Curious how the conversation actually flows?

[See the textback flow](#)

ClaimCascade performs intake and routing only. It does not provide coverage advice, claim strategy, legal advice, or act as a licensed public adjuster.