



Leading US health insurance brand increases its agents' productivity by automating mandatory tasks with Uniphore's U-Assist™

The claims processing department of the health insurance company works for organizations to ensure that their employee claims are processed efficiently. It has multiple contact centers across several locations, with more than 1000 contact center agents that handle over a million calls annually.

CHALLENGE

- ▶ Agents spending valuable time on after-call work
- ▶ Agents not able to truly listen to voice of customer
- ▶ Agents distracted by having to access multiple applications
- ▶ Agents not able to derive insights due to huge call volumes

SOLUTION

- ▶ Automated mandatory tasks with conversational AI
- ▶ Introduced chatbot to take over simpler customer calls
- ▶ Augmented agent capability with alerts and knowledge base
- ▶ Extracted valuable insights by listening to voice of customer

BUSINESS BENEFITS

- ▶ Reduced after call work by 80% & average call handle time by 20%
- ▶ Increased first call resolution thanks to agent capability augmentation
- ▶ Improved productivity of agents and satisfaction of customers
- ▶ Achieved annual cost savings amounting to \$6 million.

THE BUSINESS NEED

The company had limited agent bandwidth and had to deal with high call volumes. It was observed that manual after-call-work summarization caused factual errors and agents sometimes missed out on capturing important information. Additionally, it was difficult to monitor every call manually to capture important information accurately from the customers' voice data.

This task used to take about 60 seconds for each call, taking the average call handling time to five minutes. It was observed that call center agents were spending too much of their valuable time in mandatory after-call-work tasks. The company wanted to automate this process to help agents reduce the time spent doing mandatory tasks, increase their productivity and bring more focus on client servicing.

A CONVERSATIONAL SERVICE AUTOMATION SOLUTION

The customer chose Uniphore's agent co-pilot solution—U-Assist™ to reduce operational cost and time spent by customer service advisors on mandatory tasks. The agent co-pilot solution U-Assist™ uses the power of AI, NLP and ML technologies to increase the productivity of contact center agents by automating disposition capture and after-call-work summarization of every call.

HOW IT WORKS

As the call progresses between a customer and the agent, the solution transfers the recorded audio to the transcription engine where the speech is converted to text. The transcript of the call is further sent to a Natural Language Processing (NLP) layer to extract relevant information. The system automatically generates call summary. The auto-summarized report of a call eventually reflects on the Agent Desktop Application. The agent can now review and edit call summary within the Agent Desktop Application and take necessary action if required.



About Uniphore

Uniphore is a global Conversational AI technology company with offices in the U.S., India and Singapore. Uniphore believes the future of customer service is every voice being truly heard. The Company's vision is to bridge the gap between people and machines through voice. Uniphore enables businesses globally to deliver transformational customer service by providing a platform of Conversational Analytics, Conversational Assistant and Conversational Security that changes the way enterprises engage their consumers, build loyalty and realize efficiencies.

For more information on how Uniphore delivers business value using Conversational Service Automation, please visit www.uniphore.com

