

WHEN TECHNOLOGY AND HUMAN TOUCH COMBINE

Automating processes for
better customer satisfaction.

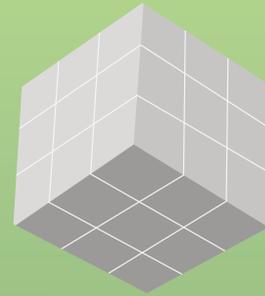
A US-based mortgage company
looking to streamline and automate
the property inspection process.



CHALLENGES

The client had a vast repository of 3,000+ registered agents for property inspections & valuation as well as had requirement to:

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- Develop an automated assignment model to allocate right requests to right agents and to reduce order rejection rate since banks need to verify customer documents before they sanction the loan
 - Handle 25,000+ customer requests for agents every month regarding property evaluation



SOLUTIONS

We suggested several measures to improve the process and speed up verification:

- ▶ Collated data on diverse data sets such as order data, agent demographics data, cost-related data, location data, skill data, call transcripts, agent notes, emails, agent performance, and so on
- ▶ Classified and segmented all agents based on their skill type, distance, agent rating, and capacity match
- ▶ Matched order addresses against agents' address and segmented them in different distance buckets
- ▶ Identified and delivered a Multi Objective Assignment Model and assigned right agents for respective orders
- ▶ Generated a probability score of accepting order per agent, considering distance, rating, and cost, with focus on reducing TAT and cost per order



BENEFITS

With the Infosys BPM approach, we were able to:

- ▶ Reduce operational costs by 50%
- ▶ Increase process efficiency by reducing manual intervention
- ▶ Improve agent engagement and customer satisfaction



For more information, contact infosysbpm@infosys.com

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