HAVE YOU CHECKED ALL THE BOXES TO EFFICIENCY?

Streamlining operations at a leading insurance company’s member contact center.
CHALLENGES
The client faced several complications that significantly affected their performance:

- High call handling time
- Poor customer experience
- Non-standard and complex processes
- Low first call resolution rates
- High cost of agent training
- Use of over 30 systems and an average of 10 applications to resolve a customer query

SOLUTIONS
Infosys BPM revamped the client’s systems by deploying a cohesive automation platform.

- Enrolled 300+ users within six months
- Implemented Smart User Environment (SE) module, a streamlined automated process to promote operational efficiency
- Implemented Real Time Expertise Manager (ReTEM) to streamline, intelligently route, and schedule conversations in real time between customers and employees

BENEFITS
Infosys BPM’s smart solution led to improved agent efficiency, reduced call volumes, and quicker go-live periods.

- The use of Single Sign On (SSO) ensured elimination of cluttered desktops.
- The issue resolution center was transformed, and it delivered an integrated and seamless cross-channel experience to its customers.

- $2.5M Annual savings
- 30% Increase in agent productivity

The initiative: