[24]7.ai

SUCCESS STORY

INSURANCE | NORTH AMERICA | [24]7 AIVA for IVR

Since 1928, this leading North American Insurer has been providing quality products and services at a reasonable price to more than 10 million households across the U.S. They were looking for a financially feasible way to evolve their IVR technology to meet future needs. They chose the cloud-based [24]7 AIVA for IVR platform to replace their premise-based Nuance IVR.

CHALLENGE

The Insurer had a premise-based Nuance IVR system for over 10 years and was falling prey to stagnation. Their IVR containment rates were lackluster and no new applications were being developed due to the high cost of customization. They needed a financially feasible way to update their IVR technology to meet future needs.

SOLUTION

[24]7.ai implemented a Claim Services solution which provides a single point of contact for all Claim Service calls.

Recognizing the value that [24]7.ai brought to their Claim Services, the executive team selected the [24]7 AIVA for IVR platform to replace their Nuance IVR for their self-service applications.

Once the [24]7 AIVA for IVR applications are fully operational, they will be looking to add Natural Language and the Vivid Speech solution to keep pace with their customers' self-service needs.

RESULTS

The initial Claim Services implementation contributed directly towards a 10-15% lift in claims filed within the IVR.

Based on previous success, the management team chose the [24]7 AIVA for IVR platform to displace their premise-based Nuance IVR as it offers superior control and visibility into their self-service applications.

With [24]7's cloud-based IVR platform, they will be able to implement new and improved self-service applications for less than the cost to maintain their Nuance IVR.

Once fully deployed, the [24]7.ai solution is expected to contain 10% of calls within the IVR saving millions in call center costs.

10%
IVR containment rate (forecasted)

10-15%
Lift in claims filed in the IVR

17M
Annual Call Volume Handled by existing [24]7 Speech

30M
Projected Annual Call Volume

Let [24]7.ai help your organization achieve extraordinary results. Contact us today.

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