



**Major Home
Insurance & Warranty
Provider
Reduces Operating
Expenses by 47%**

INSURANCE

Success by the Numbers

Dispatching hundreds of thousands of service providers every year from one contact center is a labor-intensive and costly operation. One of the nation's largest warranty providers for home services turned to SmartAction to automate this complex dispatch process with an AI-Powered Virtual Agent.

46%

of dispatches successfully completed with Virtual Agent

282K

minutes eliminated from live agents per year

47%

reduction in dispatch operating expenses

Challenges

- Reduce agent handle time on dispatch requests
- Enable agents to handle more revenue generation activities

Solutions

- AI-Powered Virtual Agents to automate service dispatch requests to customer homes

Results

- 46% of service provider dispatches successfully completed through the Virtual Agent
- 282K minutes removed from contact center
- 47% reduction in dispatch operating expenses

This Leading Provider is one of America's 50 Largest Insurance & Warranty Businesses.

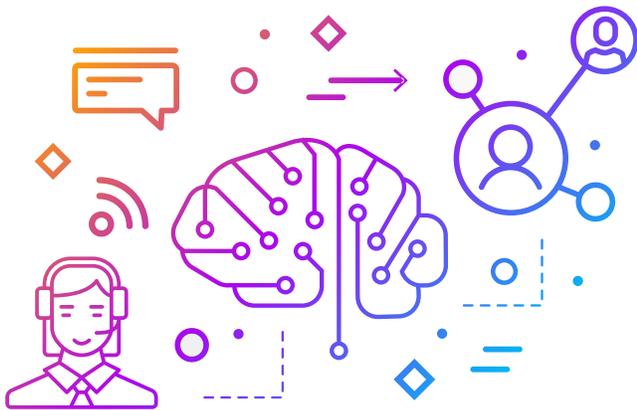
When something breaks in one of their customers' homes, the first action is to call the insurer directly. Customer service representatives had been handling all inbound calls which meant uncovering the specific issue – whether a faucet or a front door – then finding the right service provider who covers the problem area and is available for dispatch.

Challenge

To satisfy customer needs, the insurer had been relying on live agents to complete the entirety of the interaction from understanding the problem, finding the right local service provider, and coordinating the dispatch. While too complicated for traditional IVR systems, the transaction was ripe for artificial intelligence. That said, customer experience was a top priority, so any mishandled call would lead to frustration and potential loss of a customer, so any solution would have to guarantee a great CX.

Solution

The company partnered with SmartAction for the development of an AI-Powered Virtual Agent that answers inbound calls with “How can I help you today?” This allows the customer to explain their problem in natural language. Once the virtual agent understands intent, the correct service provider can be located and dispatched to service the customer. The success of this solution largely relies on integrations with the company’s data systems and the ability to understand the customer when they speak naturally to explain the issue in their home.



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Results

As a result, the virtual agent successfully completes 46% of dispatches, leading to a reduction in agent handle time of over 282,000 minutes per year. This labor savings reduced operating expenses by 47% for the dispatch group, an impactful net savings exceeding \$200,000 per year.



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