

Insurance Industry

Meet longer claims with great service

According to Accenture, companies that view customer service as a value center instead of a cost center achieve 3.5 times more revenue growth. As your customers are faced with longer claim time resolution, reassurance that they matter makes them more likely to stay. Alvaria workforce optimization and outbound solutions can help.

“We are opting in about 80 customers a day to our SMS program through our IVR – our completion rate as defined as those entering the IVR to complete a task is over 60%.”

– Terry Blankenship, AVP of The General

Improve Agent Productivity

Challenge: Manual incentive programs lack consistency across different teams and have results that are hard to quantify.

Solution: workforce optimization makes it easy for managers to roll out incentive programs across the company and see how teams are performing.

Self-Service Increases Efficiency

Challenge: Customers call to make payments, but the process could be done without an agent. Agents could spend that time handling more complicated cases or completing training.

Solution: Paying via interactive voice response is more convenient for customers and improves agent efficiency.

Reduce Customer Churn

Challenge: Customers calling the contact center wait for a significant amount of time. The workforce planning team is struggling to forecast demand and ensure coverage with manual tools.

Solution: With Alvaria workforce optimization solutions the workforce planning team can forecast demand easily and ensure consistent coverage. Wait times go down considerably.



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