



Auto Insurance Leader Resolves 50% More Calls With Replicant



Customer Overview

For over 60 years, this leading auto insurance company has provided five-star coverage to their members. Their policies include a variety of coverage options, including liability, collision, and full coverage. A contact center of over 400 agents handles inbound customer service requests, with voice making up the majority of customer interactions.

Industry:

Auto Insurance

Call Volume:

4.7M+/Year

Use Cases:

- Intelligent Routing
- Account Management
- Policy Management
- Customer Authentication
- Request Documents
- Check Claims Status
- Make Payments

The Challenge

Prior to partnering with Replicant, this auto insurer was focused on one thing: increasing their operational efficiency. Like many contact centers, their team was facing new disruption patterns, including unpredictable customer demand and difficulty hiring and retaining agents. They needed a solution to reduce agent workloads, improve the customer experience, and gather more insights about their callers. While the company had long-term plans to implement automation, the need for a flexible solution suddenly became urgent.

The Partnership

As a first-time initiative for their business, the partnership began with education. Our teams worked closely to first analyze the company's business operations and identify where Contact Center Automation could have the greatest impact. High-volume call flows like Customer Authentication, Account Management, Proof of Insurance and Policy Questions presented automation opportunities that could save agents time and greatly improve the customer experience.

Our partnership also focused on aligning the technical goals of the insurer with Replicant's platform. This enabled a successful integration of Replicant into the company's contact center system, even as they underwent a CCaaS migration. Within ten weeks, the insurer successfully implemented and deployed Replicant into production. In another two months, Replicant was fully ramped and taking 100% of calls for their selected call drivers.



“To see the deployment through and be a part of this game-changing solution from inception to launch to maintenance with such swiftness has had a huge impact on our mindset and what we are capable of.”

- Director of Business Solutions at Insurance Company

The Outcome

Replicant achieved an 80%+ success rate in resolving or accurately routing calls within the first eight weeks. Meanwhile, where the insurer previously lacked reliable data into why customers called, Replicant's advanced analytics helped them discover that unsupported call flows accounted for 50% of their call volume. This enabled them to expand their automation strategy to additional, data-backed call drivers.

Soon after, Replicant was moved up in their contact center's IVR to handle more than 4,000 calls a day. Throughout the expansion, containment rates remained consistent, prompting the insurance company to further expand Replicant to handle their total call volume of 4.7M+ calls a year and replace their legacy IVR entirely.

80 %

Claims
Success Rate

4.4 /5

CSAT
Score

100 %

Scaled to
replace IVR

>2 min.

Average
Handle Time

50 %

More Calls
Answered

4,100 +

Calls
Automated/Day



“Replicant is a true partner in helping achieve your self-service and strategic automation goals. They are going to make sure you understand every step of the process and that you are getting the most out of their platform.”

- Operations Leader, Customer Interaction, Leading Auto Insurance Provider

Schedule a Demo at replicant.com