

98% boost in customer satisfaction realized by a top payer

Challenges

- Customer service associates with limited member information led to increased dead airtime for associates to research the details.
- Long wait time and high call times with agents. The agents worked on multiple systems to take calls and handle customer cases.
- Despite multiple calls, the issues were not resolved due to a lack of workflow and processes in service requests (SRs), leading to operational inefficiencies.
- High Call transfer to improve the speed of average handling time and improve reporting.
- Operational inefficiencies.
- High infrastructure costs and increased maintenance effort.
- The contact centre portfolio contained more than 30 siloed applications.
- These apps connected to more than 20 dependent systems, all discretely integrated. The payer's 15,000-plus user community belonged to member and provider-support groups spread across multiple lines of business.

Solution

- Stability and Performance Improvements via blue-green deployment practice and chaos engineering.
- Next-best action and data-driven insights intuitively drive an innate productivity boost among the associates.
- Continuous contact center platform upgrades enabling opportunities to leverage new PEGA Capabilities like voice AI.
- Cloud readiness to meet the security standards

Value delivered

- 40% reduction in technical debt
- 192-hour reduction in system downtime, including the prevention of 22 outages.
- 1.31 million interventions in customer service representative calls
- Improved authentication by 11%, and enhanced intent recognition by 16%.
- 40% improvement in API response times, over 400 API's.
- We have seen a 77% improvement in the accuracy and a 42% uptick in the utilization of these capabilities.
- Early impact shows an improved issue resolution by 94.8%.