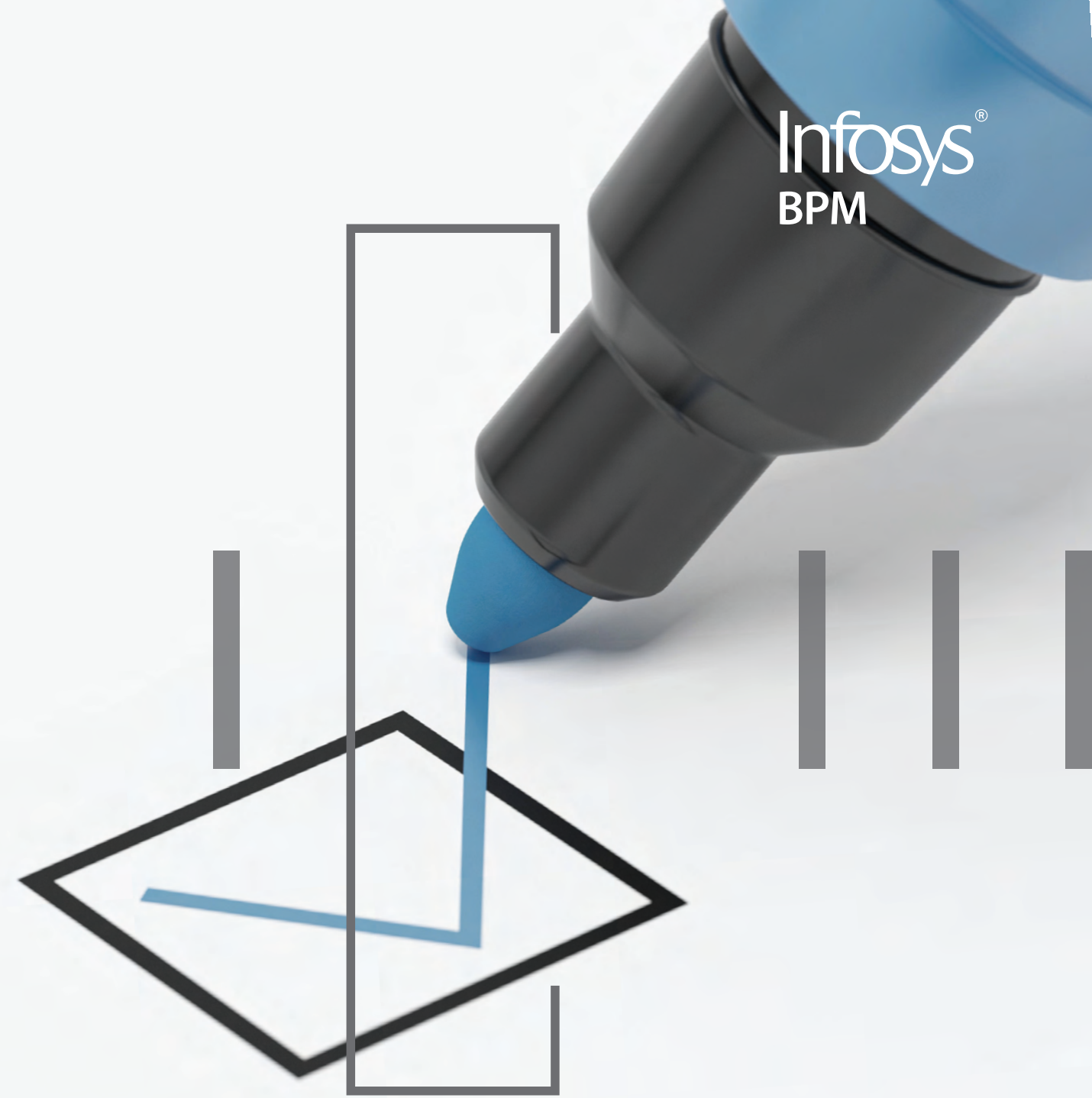


HAVE YOU CHECKED ALL THE BOXES TO EFFICIENCY?

Streamlining operations
at a leading insurance company's
member contact center.

Infosys[®]
BPM



CHALLENGES

The client faced several complications that significantly affected their performance:

High call handling time

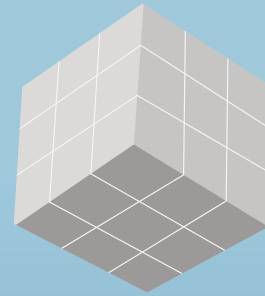
Poor customer experience

Non-standard and complex processes

Low first call resolution rates

High cost of agent training

Use of over 30 systems and an average of 10 applications to resolve a customer query

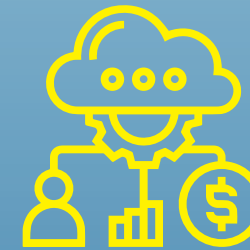


SOLUTIONS

Infosys BPM revamped the client's systems by deploying a cohesive automation platform.

The initiative:

- ▶ Enrolled 300+ users within six months
- ▶ Implemented Smart User Environment (SE) module, a streamlined automated process to promote operational efficiency
- ▶ Implemented Real Time Expertise Manager (ReTEM) to streamline, intelligently route, and schedule conversations in real time between customers and employees



BENEFITS

Infosys BPM's smart solution led to improved agent efficiency, reduced call volumes, and quicker go-live periods.



The use of Single Sign On (SSO) ensured elimination of cluttered desktops. The issue resolution center was transformed, and it delivered an integrated and seamless cross-channel experience to its customers.



\$2.5M
Annual savings





30%
Increase in agent productivity

For more information, contact infosysbpm@infosys.com

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