

Case Study

SupportPredict Bots Deployment Boosts Agent Performance for Health Plan's Peak Season

The Challenge

Open Enrollment season raises the stakes for agent knowledge and operational capacity, necessitating:



Expedited time to proficiency for new hires



Agent proficiency for complex member support needs



Measures to prevent excessive average handle time

The Outcome

Newly hired agents assisted by SupportPredict Bots consistently outperformed their peers:

⚡ **15% Higher Accuracy Scores**

Only Bot-assisted agents achieved the desired speed to proficiency during the first month

⚡ **12% Higher Customer Satisfaction**

The pilot group outperformed on customer satisfaction during the first month and continued to lead during months 2 and 3



1 minute reduction in AHT

Bot users' AHT was lower during the first month and two subsequent months

New Hire Proficiency

Higher KPIs in Month 1 of production convinced all stakeholders that new hires posed little risk to support quality and customer experience

Better CX

Bot use facilitated shorter after-call work time and reduced hold times, as well as more accurate, timely, and complete overall information provided to members

The Initiative

ResultsCX implemented AI-powered tools to amplify new hire performance:



Streamlined agent workflows with SupportPredict Bots



Gathered voice of the customer intelligence from interaction analytics, quality audits, and CSAT feedback



Advanced call efficiency by equipping agents with real-time, relevant information



Freed agents to build rapport with members rather than search for knowledgebase answers



Boosted the ability to identify and resolve outstanding issues with weekly performance reviews