

# Automating call transfers with an IVR voice bot



### Challenge

As an insurance company ARAG received a lot of calls at their reception desk from brokers reselling their products. These questions were mainly related to accidents from end clients working through a broker. Questions such as status of the payments, legal questions, ... The challenge they were facing was that the two receptionists were **unable to handle all calls in a quick and fluent way**. Most calls needed to be transferred to the right department. It was very timeconsuming and not all calls were handled within a decent timeframe which resulted in dropped calls and brokers complaining that the service was not at a good level.

“Our reception desk was overwhelmed with questions from brokers”

Olivier Demoulin, Chief Operations Officer

### Business impact: €... per month

	Frequency	Loss	Total loss
Timeloss due to handling transfers	304h/month	?	?
Revenue Loss due to unsatisfied brokers	-6 cases/month	€343/month	?

Nota: Total Cost of Account Manager : €78,136 for 214 working days of 7,6h or €48,04/hour

### Solution

By the help of a **smart IVR voice bot** calls are now **filtered** in such a way that the voice bot can **identify what the main reason is** of the call and immediately redirect this call to the exact department. Thanks to an integration with **Skype for Business** the voice bot identifies if the expert is available and if not a callback is planned into the agenda of both broker and ARAG expert.

### Result

Thanks to the smart IVR voice bot the two-headed reception desk team has gained up to **43.6% time not having to answer calls** and rerouting people within the company. Giving them the time focus on high added value tasks for their customers. 64% knowing resulted in a saving of €.../month

