

IntelPeer case studies



Solutran

Challenge: Solutran faced the challenge of swiftly implementing a program for a large influx of new subscribers, requiring a launch with minimal reliance on live agents, if any at all.

Solution: IntelPeer's Communications Automation Platform (CAP) to automate millions of customer interactions.

Results:

- Seamlessly automated up to **5,000 concurrent calls**
- **Less than 3 months** to fully implement solution
- **Increased company revenue** by enabling live agents to focus on upselling vs. manual tasks



A fitness chain

Challenge: Meeting the goal of increasing membership and streamlining the member nurturing process while mitigating human costs posed difficulties due to underutilized sales counselors. This resulted in missed opportunities for membership conversion and staffing issues. Addressing these complexities was essential for finding an effective solution.

Solution: IntelPeer's Communications Automation Platform (CAP) to send messages to guests requiring a downloadable guest pass to schedule club visit appointments.

Result:

- **30% conversion of leads** to in-person appointments scheduled achieved, without interaction from a human staff member



A healthcare company

Challenge: A healthcare company was challenged to find a better way to handle their high-touch customer questions while enhancing their customer experience. They also wanted to avoid hiring more people during busy times like open enrollment.

Solution: IntelPeer's Smart Automation + Managed Solutions to deliver an automated call flow for inbound and outbound interactions.

Result:

- **Deflected over 46%** of calls from live agents with self-service options

IntelePeer case studies



Fortune 100 health insurance

Challenge: The health insurer was challenged with managing a call volume that was growing by over 200% each year, directly linked to the increasing membership. This complex situation was further complicated by the presence of over 7,000 agents spread across five different business process outsourcing (BPO) entities, operating in five distinct contact center environments.

Solution: IntelePeer's Communications Automation Platform (CAP) for self-service, advanced routing, and back-office integration.

Results:

- 60% self-service rate
- 40M+ calls automated in 2022
- 75%+ call containment achieved with generative AI
- 5,000 concurrent calls reliably automated
- 75% reduction in on-prem to CCAAS migration efforts



A financial services firm

Challenge: The financial services firm needed to boost their self-service usage to decrease the number of calls transferred to agents. The goal was to enhance their customer experience by minimizing the need for live agent interactions and, in turn, lowering overall agent costs through automation modeled to replicate existing agent processes.

Solution: Conversational IVA that sits in front of Nice CXOne to self-service calls and only hands off calls requiring live agent assistant to Nice CXOne.

Results:

- 40% automation rate in 90 days for card services and banking application
- Simplified call flow with a faster time-to-value