

Major telecommunications provider reduces misroutes, improves security with Interactions

One of the world's largest telecommunications companies faced high misrouting of customer calls with their existing platform. Serving millions of customers across its consumer and business product lines, their current solution just couldn't keep up with the growing number of intents and product classifiers. Customers and call center agents were frustrated.

At the same time, the company was looking for a solution to help with PCI compliance in the call center. They needed to ensure that sensitive customer data communicated to call center agents could not be accessed or stolen.

SOLUTION

The company partnered with Interactions to implement an Intelligent Virtual Assistant (IVA) that could better understand natural language requests and caller intent. Interactions successfully rolled out the IVA across all divisions, including wireless and home solutions, and quickly eliminated the misroute issues.

With the routing issues solved, the company implemented a real-time call transcription and redaction service from Interactions for 30,000 call center agents. The solution redacts sensitive information from live calls in real-time so agents don't hear or see sensitive information such as credit card or bank account numbers.

RESULTS

The company's partnership with Interactions and the implementation of an Intelligent Virtual Assistant (IVA) with high-level intent recognition led to a 98.90% Intent Capture & Route rate. In addition, their use of real-time redaction software from Interactions created a more secure and PCI-compliant call center, while real-time redacted transcripts enabled agent assist technologies to improve agent performance.

Other key outcomes:



92% containment rate for all self-service transactions.



A savings of \$39 million due to a reduction in AHT.



9% improvement in CSAT Overall Net Score.



95% success rate for redaction of sensitive information.

ABOUT INTERACTIONS

Interactions provides Intelligent Virtual Assistants that seamlessly assimilate Conversational AI and human understanding to enable businesses to engage with their customers in highly productive and satisfying conversations. With flexible products and solutions designed to meet the growing demand for unified, omnichannel customer care, Interactions is delivering unprecedented improvements in the customer experience and significant cost savings for some of the largest brands in the world. Founded in 2004, Interactions is headquartered in Franklin, Massachusetts with additional offices worldwide.

For more information, please visit www.interactions.com