

Virtual Assistant Complements the Baloise Customer Service Offering

Customers who state their query to the assistant are less likely to be manually redirected and in 85 percent of cases reach the appropriate expert first time. This reduces any additional waiting time for the customers and for members of the customer service team.



Challenge:

Long waiting time on the line and incorrect call transfers lead to bad customer experience.



Solution:

Voice-driven Virtual Assistant delivers more efficient services improving customer experience. Spitch's Virtual Assistant takes calls, recognises caller's intents (e.g. identifying damage claims) and transfers the call to the right operator along with a text pop-up with the conversation summary. High-precision intent recognition helps distinguish between damage claims and other call topics. In addition to standard German, the virtual assistant also recognises Swiss-German dialects.



Benefits:

- Customer has access to the right customer service agent immediately;
- Speech Analytics solution by Spitch works seamlessly with the VA allowing to extract a wealth of customer analytics data from the conversations to improve experience;
- Easy functionalities upgrade in the future: the same system can respond to standard queries and act by triggering required business processes;
- High-precision intent recognition and skill-group selection with an added value of a text pop-up with the customer conversation summary helps the operator grasp the topic;
- Hybrid (on-premise + cloud) deployment helps achieve the right balance between data privacy protection and efficiency.



The best possible customer service, combined with innovative products and services, makes Baloise the first choice for people who want to feel simply safe. Located at the heart of Europe, with its Head Office in Basel, the Baloise Group is a provider of prevention, pension, assistance and insurance solutions. Its core markets are Switzerland, Germany, Belgium and Luxembourg. Approx. 7.7. employees works for the company.



Beate Hofferbert-Junge

Head of Non-Life Customer Service,
Member of the Management Board
Operations & IT
Baloise Insurance

“Spitch’s simple and highly efficient system provides value by helping us to reduce waiting time, offers efficient call routing and above all improves customer experience.”



Spitch provides a full stack of omnichannel conversational AI solutions that improve customer experiences and reduce costs



Virtual Assistants



Speech Analytics



Voice Biometrics



Chat Platform



Knowledge Base

Kreuzstrasse 54
8008 Zurich
Switzerland
+ 41 44 542 82 66
info@spitch.ai

spitch.ai