

# Verascope's Impact on Customer Service in the Home Warranty & Insurance Industry

Securing and retaining proficient customer service agents remains an ongoing challenge in contact centers. This challenge is exacerbated in industries like home warranty, which are characterized by seasonal fluctuations and make staffing a costly ordeal.

If your contact center grapples with prolonged caller hold times or seek avenues to trim expenses and alleviate pressure on live agents, integrating voice-enabled self-service applications could offer significant benefits. These applications eradicate hold times entirely and efficiently manage high-volume call intents. Tasks such as claims status inquiries, claim submissions, warranty purchases, and payments can all be seamlessly handled through voice-enabled self-service applications.




Verascope has played a pivotal role in strengthening support and creating efficiencies within the home warranty industry, and we are excited to showcase several noteworthy implementations of our self-service applications and the significant impacts they have had:

- ✓ A leading auto glass claim administrator now provides callers with a Verascope self-service option for claims status inquiries, significantly slashing the cost per call. Furthermore, for callers who prefer speaking with an agent after engaging with Verascope's application, we seamlessly transfer

caller, claim, and intent details to live agents, streamlining agent handling time and enhancing the caller experience by eliminating redundant information relay.

- ✓ A prominent U.S. home warranty company boasting multiple brands has embraced Verascope's voice applications to fully automate new claims submissions for callers. In 2023 alone, this initiative led to a cost reduction exceeding \$686,000, marking a 43% decrease in cost per call.

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- ✓ A multi-award-winning home warranty company relies on Verascape to augment its contact center operations. They've experienced a remarkable 41% reduction in new claims submissions and work order authorizations routed to live customer service agents, all while maintaining commendable Customer Satisfaction (CSAT) scores.
  - ✓ A home warranty company based in the Midwest recently partnered with Verascape to address their seasonal hiring difficulties. Together, we identified that developing a voice-enabled application for customers to initiate warranty claims over the phone would offer the necessary assistance. At approximately 10% of the cost of agent-handled calls, Verascape's application not only spares them from hiring additional customer service agents but also delivers substantial cost savings. The Vice President of Operations is delighted that the application will be operational in time for the upcoming busy Spring and Summer seasons.

All these applications seamlessly integrated with existing technologies, incurring no out-of-pocket expenses and requiring minimal IT resources. A typical implementation can be executed within 6-8 weeks.

Verascape is a managed service provider that specializes in designing, developing, and deploying virtual agents and self-service applications to drive substantial efficiencies and customer experience (CX) enhancements within contact centers.

Eager to delve deeper into Verascape's offerings? Reach out to us, and we'll gladly provide more insights, including the opportunity to explore a complimentary Proof-of-Value.

Let's discuss a **no cost, no obligation proof of concept.**

Visit [verascape.com](https://verascape.com) or call us at 847-919-8150 to get started.