



# Covenir Case Studies



# Case Study: Leveraging AI in the Call Center



## Challenge

A property insurance carrier with more than \$800 million in direct written premiums needed a way to efficiently manage dynamic volume increases in call center calls

## Covenir Solution

By implementing AI agent intake solution with a handoff to live agents as needed, the carrier can resolve 40% of incoming calls effectively without human involvement, dramatically reducing call center costs

## Measurable Impact

**1 sec**

Average speed to answer

**40%**

calls completed autonomously



# Case Study: Leveraging AI to Scale Call Center



## Challenge

A Florida homeowners carrier needed a way to scale their team while reducing costs and improving effectiveness.

## Covenir Solution

Covenir's AI Agent Coach and Call Center Insights monitors every call to provide real-time agent feedback as well as captures and distills insights from the calls to help improve products or address operational friction.

## Measurable Impact

**30%**

Reduction in Call Handling

**“Drastic”**

Improvement Over Internal Quality