



QuickConfirm.com Supports Growth with 60% of Customer Calls Resolved by Smart Call Agents™

QuickConfirm.com provides secure, web based employment and salary verifications for organizations across the United States.

It offers safe solutions for verifiers, including employers, and government agencies. And it offers employees a way to securely release employment and salary information for verification.

Business Challenge

As a web based business, QuickConfirm.com provides its users with website assistance. Because of its rapid growth rate, the company needed a way to handle increased call traffic without adding significant cost or lowering caller satisfaction. As a service company, QuickConfirm.com prides itself on handling client calls with the highest degree of professionalism and customer satisfaction.

“We sought out a solution that could assist our growth without adding significant cost. Smart Call Agents proved to be just the solution QuickConfirm.com needed,” said Carolyn Domiano, Manager of Implementation Services.

The Solution

After a review of other IVR solutions on the market, QuickConfirm.com chose to bring in intelligent agents from SmartAction.

Smart Call Agents™ assist verifiers with website navigation for verification of salary, income or

Business Benefits for QuickConfirm.com:

- Smart Call Agents handle complex, open ended calls in natural language
- Smart Call Agents successfully complete 60% of these complex calls
- Ongoing learning and tuning further improves completion rates
- Live agents are free to handle unique calls

employment, or to follow up on a previously requested verification. They also help users with common needs such as establishing a user ID, finding the code for their company or password resets. They also answer frequently asked questions, such as the Company’s email, web or postal address and fax number.

Unlike other IVR solutions available today, Smart Call Agents can answer numerous open-ended questions from various types of callers. These open ended calls are more complex and require more built-in agent intelligence than conventional IVRs are able to handle.

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Results

“We felt with a good implementation, we could handle 50% of our calls through the Smart Call Agents. As it turned out, the higher intelligence of the Smart Agents enabled them to handle over 60% of all calls and they work 24 hours a day, all year long,” Domiano reported.

She went on to say, “With the capability of the Smart Agents to learn and improve over time, QuickConfirm.com is well positioned to handle increased call volume while continuing to deliver the high level of customer support our clients expect, which we have always provided.”

Application Service—Website Assistance

- Employment Verification
- Salary Verification
- Income Verification
- Verification Follow-up
- User ID
- Company Code
- Password Reset
- Email Address
- Postal Address
- Fax number