

SUCCESS STORY

Better IT service through AI makes 14,500 employees in 25 countries more productive for a Fortune Global 500 financial services provider

The organization provides reinsurance services across the globe. With 70 offices in 25 countries, it generates over \$33 billion in annual revenue.

How we partner

THE CHALLENGE

The organization has been in business for over 162 years and is focused on continuous improvement in both business processes and employee experience. Leadership identified several areas of concern:

- High turnover on the level one service desk
- High volume of routine IT requests
- Over an hour of research per ticket
- Obsolete Knowledge Base content
- Growing backlog
- Low employee satisfaction

THE SOLUTION

Thanks to PeopleReign, every ticket is now triaged by AI and routed to the most appropriate team based on skills, geography, and workload.

Once a request is received, live agents now get a list of ten different data sources including ServiceNow Knowledge Management, SharePoint, social posts, and internal FAQs. When the agent selects the right answer, they “pin” it to the ticket and PeopleReign learns from the feedback.

When the virtual agent isn't sufficient to resolve end-user issues, it uses sentiment analysis to detect that a live human is required. It uses skill-based routing and AI from PeopleReign Classify to find and engage the best live human to resolve the issue. PeopleReign Recommend then embeds the set of next best actions in the ticket to provide real-time coaching to the live agent.



Our Cognitive ContactOne service uses PeopleReign to help live agents and our virtual agent find the solution faster. PeopleReign recommendations reduce the time required to resolve issues and the AI models get smarter over time. Our agents use PeopleReign but the real beneficiaries are all of our employees.”

– CIO

**Fortune Global 500
insurance company**



PeopleReign

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As a result, answers continuously improve and MTTR continuously decreases. With less time required for triage and research, the IT organization has gained about 20 hours per week that they can dedicate to investigation and understanding root causes of backlogged issues, as well as authoring better knowledge content.

The screenshot displays the PeopleReign user interface. On the left, a ticket form is visible with fields for 'Number' (INC00010156), 'Caller', 'Category' (Inquiry), 'Subcategory' (None), 'Service', and 'Service offering'. Below these is a 'Short description' and 'Description' field, both containing the text 'I need access to the VPN'. To the right, a 'Related Search Results' section shows five knowledge base articles, each with a green 'Knowledge' icon and a title like 'How to configure VPN for mobile devices'.

Classify's intelligent routing brings the best live agent for the issue into the conversation immediately, in cases where a human agent is required.

This results in lower MTTR, reduced costs, and a better employee experience.

THE RESULTS

By partnering with PeopleReign, this organization went from a high volume of tickets with long handling times and a subpar employee experience to a 45% reduction in call volume and 37% improved employee satisfaction. The number of 'dissatisfied' employees was reduced by a full 90%, and new service desk agents were able to be onboarded faster—with an 86% reduction in training time.

Other factors contributing to overall efficiency and employee experience were a 25% reduction in MTTR (due to higher quality, up-to-date Knowledge Base content), and gaining 2.5 days per week of productive time to spend on process improvement.

WHAT'S NEXT?

Based on the success this organization has had with PeopleReign Classify for routing and Recommend for smart solutions, they plan to deploy the PeopleReign Virtual Agent for chat and email to automate the resolution of password resets, application provisioning, and ticket status checks.

The leadership team summed up these initial results with enthusiasm: "Our experience with PeopleReign has been very positive. Our employees and agents can't wait to provide PeopleReign to our employees through chat on the self-service portal and email. We're proud to be making an impact for all of our employees. This is the future of work!"



Ready to learn more?

Scan the QR code for product demos and customer testimonials or visit our YouTube channel.