



Industry
Banking

Objective

The client sought to level the expertise of its back-office workforce by extracting, ranking and suggesting possible answers to each inbound request.

Approach

Instead of the skills-based approach that is so typical for call centres, the approach was based on the agent's personal knowledge of that specific request, captured from previous calls. A beneficial side effect; this method eliminates the need to manually update every agent's HR/ skills profile every time they learn new skills.

IT Matters

- Autonomous learning and reasoning, which runs on a customised plug and play HPC appliance
- Leverage the Loop Q platform with self-learning cognitive S/W robots
- Cognitively retrofit all your legacy systems with a single platform
- End-to-end from hardware to intelligent solution

Business Matters

- 11% IMPROVEMENT in average resolution time
- 7% REDUCTION in errors
- 100% PROTECTION of legacy system investment

Make every agent an expert

Levelling back-office expertise and reducing error rates with automated cognitive suggestions



A leading financial services company operating in the insurance and banking fields wanted to make the most of their back-office knowledge pool. Although there was no existing programme for knowledge sharing in place, this new initiative was able to use the dark data captured from historical questions, answers, compliance logs and audit logs.

Utilising this dark data, Loop Q cognitive appliance then extracted, ranked and suggested possible solutions to each inbound request. Not only did this level the expertise of the back-office workforce, but it also significantly reduced resolution time and would facilitate quicker and cheaper on-boarding of new team members.

Challenge

Levelling the skillset of the back-office workforce

The client sought to maximise the knowledge pool of their back-office workforce.

To level the expertise of the team, Loop Q was implemented to extract, rank and suggest possible solutions to each query using historical answers of other operators resolved requests.

Case Study

Insurance & Financial
Services Provider

Industry

Banking

Customer at a glance

Insurance & Financial Services Provider

Leading financial services company operating in the insurance and banking fields with more than 10 million customers and 5,000 branch offices providing a full range of insurance and financial products.

Application

- Artificial Intelligence & Deep Learning

Hardware

- Apollo 6500 Gen9
- Hosting up to 8 P100 and 256 GB of RAM, using 2690V4 processors

LoopAI Labs HPC appliance

- Powered by GPUs and scales from 8,000 cores up to 40,000 cores
- Up to eight appliances clustered using InfiniBand, addressing high-demand processing tasks

Software

- Loop Q, Loop AI Labs' unsupervised human-capacity cognitive computing platform is designed to be general purpose, enabling endless possibilities for implementing various cognitive applications across all industries.
- Learning on the dark data of historical questions, answers, compliance logs and audit logs.

Cognitive Solution

The cognitive application developed by a Loop Certified Partner uses the Loop Q cognitive appliance to make use of historical questions, answers, compliance logs and audit logs.

Dark data used for learning phase:

Historical questions, answers, documents used by clerk, compliance logs and audit logs.

Dark data used for reasoning phase:

New questions, answers, compliance logs and audit logs.

Benefit

Stable expertise, less errors

By implementing a knowledge sharing campaign powered by the Loop Q cognitive appliance, the client was able to level the expertise of their back-office workforce, resulting in an 11% improvement in the average resolution time and 7% reduction in errors. Not only was the legacy system investment completely protected, but the new approach also helped facilitate quicker and cheaper on-boarding for new employees, by providing an expert cognitive agent to recommend solutions and best practices.

“Using historical records and workflows to train Loop Q, allows all employees to feel equipped to successfully handle any incoming customer request. By granting employees direct access to cognitive suggestions powered by their past successes and those of their teammates, they elevate their expertise and that of the entire department.”

- Dr. Patrick Ehlen, Chief Scientist, Loop AI Labs



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