Client Success Case Studies

enservio

Work Type
- Transcription

Client

The client is a trusted provider of content management solutions to insurance companies.

Work

The work is done remotely using AI-powered software that collects and organizes data which is validated through human intervention. The system creates spreadsheets of all data and agents are expected to clean up the data, identify and correct the errors, and input new information as provided by the client.

Challenges

The challenges in delivering consistent results revolve around speed and accuracy in completing a set number of lines in a day. Some agents work fast with minimal errors while others take time to complete their tasks.

Remember that accuracy is paramount because insurance adjusters and underwriters rely on the data provided by Enservio. That's why an agent's proficiency in English may become a hurdle.

One of their tasks is to transcribe audio clips from clients. As they listen to the voice dictating lines of data, the agents must have familiarity with American English spoken with an accent and the capacity to hear the words correctly.

FTO Solution

FTO's agents were able to deliver high quality work consistently because of a new set of agents added to the team. These agents function as quality controllers who check the spreadsheets for discrepancies, duplicates, and mistakes.

To minimize errors while transcribing, agents receive additional training in improving their English proficiency. It helps them develop their active listening skills and widen their vocabulary.

Agents are encouraged to reach their team’s key metrics. Those who are not keeping pace with their teammates receive coaching from their team leader.

About Enservio

Industry: Insurance

Employees: 20 - 49

Revenue: $20m - $50m

Year Founded: 2004

Years in business: 15

First Time Outsourcing? No

Title of our Day-to-day Contact: VP of Operations

Key Metrics (Jan - Jun 2019)

- 897,990 Lines of data
- 3.2% Error Rate
- 1.56% Monthly Attrition Rate

Email mike@fairtradeoutsourcing.com | Call +1 215 330 2895 | Visit www.fairtradeoutsourcing.com for more info.