

Modernizing After-Hours Technical Support with Digital Agents

A global leader in water heating and HVAC partnered with Humach to modernize technical support for its heat pump water heaters. With demand growing rapidly and customers needing assistance well beyond traditional business hours, the company needed a solution that could scale without sacrificing safety, quality, or the customer experience.



Supporting homeowners through technical troubleshooting is not a typical customer service interaction. The challenge wasn't simply extending service hours. It was delivering trusted, consistent support 24/7 while ensuring every interaction followed strict safety protocols. With the company experiencing 2x year-over-year growth, seasonal demand and Monday morning call spikes, there was additional strain on support teams.

Limited after-hours coverage meant customers often waited until the next business day for assistance, creating frustration, increasing operational costs, and putting additional pressure on live agents.

Humach helped close that gap by deploying RIO, an AI-powered Digital Voice Agent, purposely built for high-stakes, technical troubleshooting. This digital agent didn't just answer the phone, it could walk customers through 59 distinct error-code workflows with the same rigor and empathy as a trained technician would use, and it also knew exactly when to stop. Any hint of an electrical, fire, or gas hazard triggered an immediate, hard stop, with an appropriate follow-up plan and next steps for the customer, no exceptions.

Behind the scenes, RIO plugged directly into the client's tech stack such as Genesys and Microsoft Dynamics, so every interaction carried full context and every case landed in the right hands. But none of this technology could have worked safely and surely without the minds of humans. Overseeing it all, Humach's AI Whisperers™ kept a constant human hand on the wheel. By testing and continuously improving the digital agent, they held the line on safety and quality as call volume increased.

The result was a modern support model that extends expert technical guidance around the clock, reaching customers exactly when they need it most: at 2 a.m., on a holiday weekend, or in the middle of a seasonal surge nobody saw coming. Handle times dropped, satisfaction climbed, and resolution rates followed right along with them. But the real win isn't in any single metric. It's in what didn't happen: no unsafe guidance, no customers left stranded overnight, no brand risk from automation making a call it wasn't built to make.

This is a contact center that never sleeps, never guesses when the stakes are high, and never leaves a customer waiting for the help they need.



Behind that transformation is an all-hands-on team. Humach didn't simply hand troubleshooting over to an algorithm and walk away; we built a model that blends deep human expertise with AI-driven technology, purpose-designed to modernize the customer experience without losing what makes support actually work: empathy, judgment, and control. Every workflow RIO runs was shaped by technicians who know these systems inside and out.

Every safety boundary was drawn with the customer's wellbeing, not just the case count, in mind. And every improvement since launch has come from a human reviewing real conversations and making the next one better. That's what scaling support responsibly actually looks like.

Ready to give your contact center an always-on, always-safe upgrade? Let's talk about what our digital voice agents can do for your team.

Visit our website for more: www.humach.com

