

Modernizing High-Trust Support

A leading provider of identity protection, credit monitoring, and financial wellness solutions partnered with Humach to modernize its customer experience to improve service coverage, reducing operational strain, lowering costs, and scaling support without sacrificing security or customer trust

The Path to Automation

- 1 THE PROBLEM**
 A fast-growing membership base put mounting pressure on support. Heavy reliance on live agents drove up labor costs as volume climbed, while gaps in after-hours, weekend, and holiday coverage left members without help outside business hours. Long queues meant higher abandonment and missed retention opportunities. With agents also taking 60 to 90 days to reach full proficiency, the team couldn't flex fast enough to keep pace.
- 2 THE BUILD**
 Humach deployed a digital voice agent to take on the high-volume, routine work (password resets, general FAQs, and retention calls), freeing live agents for complex, high-value conversations. It was integrated directly into the client's homegrown systems and CCaaS platform for secure, real-time access to account, plan, billing, and refund data, plus tailored dark web research to flag potential fraud in the moment.
- 3 THE PERSONALIZATION**
 Every retention conversation matters, so the digital agent was built with multiple personalized save and refund options aligned to the client's own policies, protecting revenue without pressuring members. When a call needs a human touch, the agent hands off with full context and notes already logged in the CRM, so members never have to repeat themselves.
- 4 THE PROTECTION**
 AI Whisperers, subject matter experts who understand the program from a live-agent standpoint, guided the digital agent from initial build through go-live, helping lift accuracy from 60% to 90%. They continue to review interactions and surface fresh insights, keeping the digital agent improving well past launch.

The Result & Business Impact

40%

Containment Rate
reducing call volume

\$750k

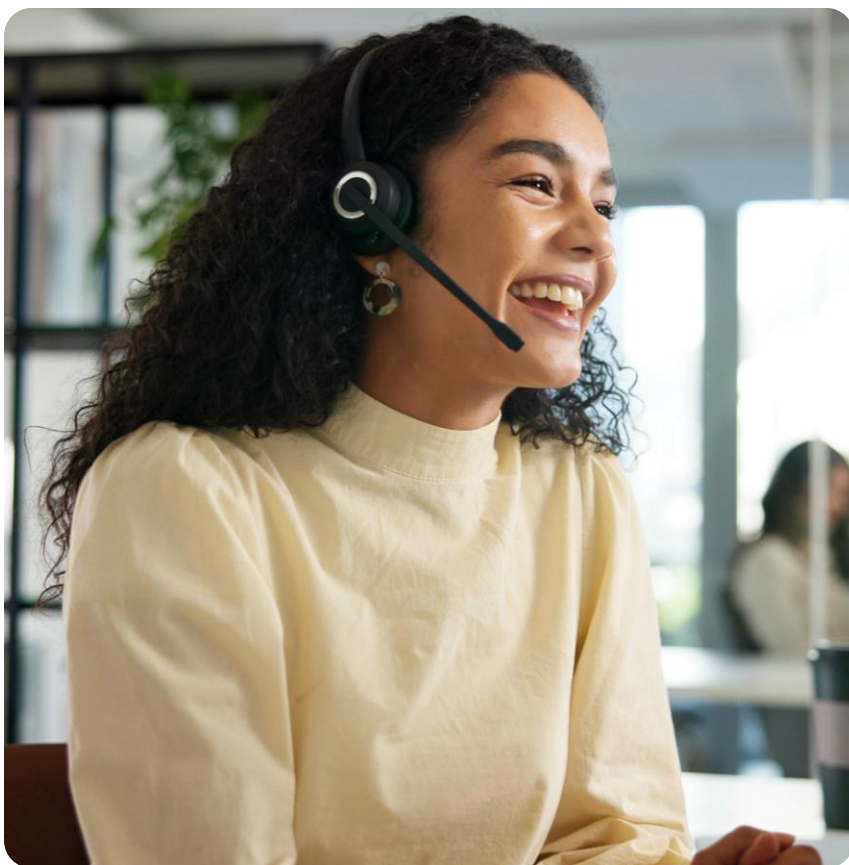
Annual Savings
across operations

\$1.3M

Avoided Labor Cost
for after-hours staffing

The digital voice agent now automates roughly 40% of calls, runs 30% faster than live agents, and operates at 100% productive time, generating approximately \$750,000 in annual savings by fully resolving customer interactions and reducing live agent demand, while avoiding \$1.3 million in overnight and weekend staffing costs and more than \$100,000 in turnover-related expenses.

It provides always-on, 24/7 support with no queues, delivering immediate, accurate answers that match or exceed a fully ramped agent, resulting in more consistent, high-quality interactions and stronger customer satisfaction and brand trust.



This is what automation done right looks like: a digital agent that never sleeps, paired with human expertise that never stops sharpening it. The payoff isn't just lower costs today, it's a support model built to keep getting better every day it's live, protecting revenue, strengthening member trust, and setting the foundation for the next phase of growth.

Ready to bring this kind of automation to your own contact center? With Humach, you can deliver safe, secure, and speedy support to every customer who calls.

[Learn more at humach.com](https://humach.com)