

**Customer**

A large Healthcare company

**Industry**

Healthcare

**Worldwide Employees**

26,000

**Revenue**

\$7.75 billion

Provides for 1.8 million  
customers around the US

**Tech Stack**

ODA

Oracle B2C Service

Visual Flow Designer

## FISHBOWL IMPLEMENTS ODA AND DEFLECTS 70% IN FIRST WEEK.

### SITUATION

A large healthcare company sought out a solution to assist live agents in handling a large volume of customer calls. To maintain their excellent customer experience, they wanted to implement a digital assistant to answer frequently asked questions.

### BUSINESS PROBLEMS

- Excess volume of customer calls
- Not enough live agents to accommodate customer needs
- Extended customer wait times

### SOLUTION HIGHLIGHTS

- Answered FAQs in a timely manner
- Enabled 24/7 customer self-service
- Handoff to agents in Oracle B2C using the ODA's DA as an Agent framework
- Ease of use for developers due to Visual Flow Designer

### RESULTS

- Initiated 1,038 conversations
- Transferred 312 conversations to an agent
- Deflected 70% of calls
- Decreased customer wait times
- Enhanced efficiency for live agents