

Case study

How a leading healthcare system increased call center capacity by 30% with zero new hires



About the Healthcare System

With over 12 million members across multiple states, this integrated healthcare organization is one of the largest nonprofit health systems in the United States. Operating dozens of hospitals and hundreds of medical facilities, they employ a large staff and manage a significant annual operating budget.

Their contact centers—handling various inquiries from service requests to complex billing questions—process millions of calls annually, addressing everything from benefits inquiries and service-related questions to policy questions and support.



The Challenge

Like many large healthcare organizations, this provider was caught in a familiar bind: customer expectations for fast, personalized service were rising, while the complexity of delivering that service was increasing exponentially. Each interaction required agents to navigate multiple disconnected systems, interpret complex policies, and provide accurate answers under time pressure.

The traditional solution of hiring more agents was proving unsustainable. Training took months, and even experienced agents struggled with the sheer volume of information they needed at their fingertips. The organization needed a different approach that could amplify their existing workforce without disrupting operations. Four critical challenges stood in the way:

Soaring Call Durations

Many calls stretched to 30 minutes or longer, particularly for complex billing and questions around specialty consultation. These extended handle times created cascading effects: longer wait times, lower agent productivity, and frustrated customers seeking simple answers.

System Complexity

Each call resulted in the agent accessing an average of 5 different systems. Agents struggled to navigate the organization's complex systems, vast knowledge bases, and intricate policies resulting in inconsistent service quality and frequent escalations.

Eroding Satisfaction

Extended wait times combined with inconsistent service delivery were eroding customer satisfaction scores. Callers expected quick, accurate answers, but the existing support model couldn't consistently deliver.

Capacity Constraints

The traditional solution of hiring and training more agents was expensive, time-consuming, and failed to address the root cause: agents needed better tools to access information and resolve issues efficiently.

The Solution

Like most large contact centers, the healthcare provider's contact center operation was organized by call type, with dedicated agent teams handling different inquiry categories.

The organization implemented the Avaamo Agent Copilot starting with one contact center team, then systematically extended it to other specialized teams. The solution was designed for immediate impact with minimal disruption:

Intelligent Automation

Agent Copilot would automatically summarize the call for agents and also via the "hands free" module automatically populate the fields in the CRM system allowing agents to focus on the customer.

Seamless Integration

The Agent Copilot plugged directly into their existing contact center stack, integrating seamlessly with ServiceNow, Salesforce for CRM, Epic for EHR, and several other home grown applications.

Rapid Time-to-Value

Real, measurable value was generated in less than 60 days across all aspects of the Agent Copilot, from deployment to documented productivity gains.

How It Works: Support Across the Entire Call Journey



Pre-Call Assist

The Agent Copilot provides a 360-degree view of the customer before the first “hello”

Customer Identification: Eliminates manual lookups and summarizes relevant information from CRMs, past tickets, interaction history, and more.

Call Intent Detection: Real-time intent analysis provides unmatched visibility into conversations, enabling optimized contact center operations.



In-Call Assist

As the conversation unfolds, the Agent Copilot provides real-time assistance displayed directly in the agent desktop:

Suggested Responses: Context-aware, on-brand responses generated from company policies, SOPs, and knowledge bases.

Next best actions & automation: Guides agents through the right steps and removes manual work with hands-free updates to backend systems.



Post-Call Assist

After the call ends, the Agent Copilot handles administrative work:

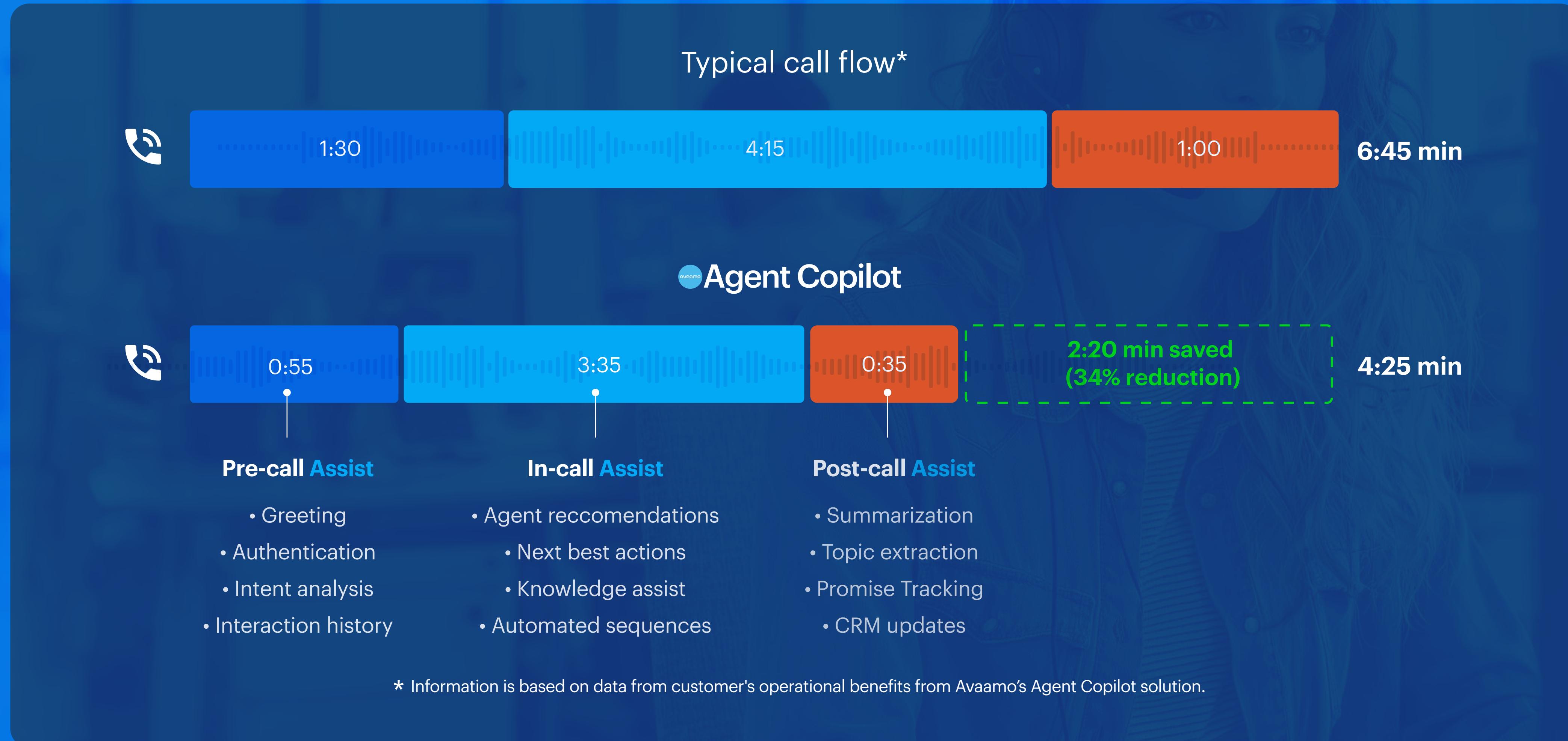
AI summaries & follow-ups:

Automatically captures call summaries, commitments, and next steps.

Clean CRM updates:

Logs outcomes and key fields directly into records—no after-call work.

Avaamo Agent Copilot: Measurable Impact at Every Stage



Results Achieved in 2025

The implementation delivered transformational results across the contact center operation:

34% AHT Reduction (Including Post-Call Work)

When including all post-call work, average handle time decreased by an impressive 34%. This wasn't just about making calls shorter, it was about eliminating the administrative burden that kept agents from taking the next call. The Agent copilot's automatic summarization and documentation capabilities freed agents from tedious after-call work.

Added 30% More Capacity Leading to Millions in Saved Costs

The efficiency gains translated into massive capacity expansion. The organization added 30% more capacity to the contact center, enabling them to handle significantly more calls with their existing workforce leading to millions in saved costs without the associated expenses for recruitment, training, salaries, and benefits.

34% AHT Reduction

(Including Post-Call Work)

30% Added Capacity

Leading to millions in saved costs

30 MIN → 10 MIN

Reduced complex call times by 67%

Key Success Factors

Several elements contributed to the rapid, successful deployment:

No Infrastructure Disruption

Seamless integration into existing systems meant no downtime, no migration projects, and no disruption to ongoing operations.

Immediate Agent Adoption

The intuitive interface required minimal learning curve, allowing agents to benefit quickly.

Fast Time-to-Value

Measurable results in under 60 days provided immediate ROI and built organizational confidence in the solution.

Enterprise-Scale Deployment

The initial phase demonstrated the solution's ability to perform at scale from the start.

Looking Forward

The healthcare provider continues to expand the copilot's capabilities and is exploring additional use cases across the organization. The success in the contact center has established a foundation for AI-assisted operations in other service domains.

The organization is now viewed internally as a model for successful AI implementation; demonstrating that transformational results don't require wholesale system replacements or years of planning. Sometimes the most powerful innovations are the ones that work with what you already have, making good teams great and great outcomes routine.



Agent Copilot

The most advanced scalable solution in the market optimizing every aspect of agent workloads with AI.

About Avaamo

Avaamo is a multimodal Agentic AI platform that allows global enterprises to automate and deliver exceptional self-service experiences to customers, employees, and partners. Already used by the world largest and most innovative companies including Volkswagen, Intel, Ericsson, Siemens, PepsiCo, HSBC, John Hopkins, the company automated 2 billion interactions in 114 languages.

Visit us: avaamo.ai

Contact us: sales@avaamo.com

