

# Illinois Casualty Insurance

See why Illinois Casualty Insurance chose Aspect CXP to meet customer service goals



## Challenges

Illinois Casualty Insurance overcame the following challenges with Aspect:

- Improved the customer experience
- Eased application development
- Made application updates faster
- Reduced costs and strain on IT resources

## Use Case

Runs the following applications with their Aspect solution:

- Inbound Customer Self-Service (IVR)

Uses the following Aspect products:

- Aspect CXP Pro (Hosted)

## The Results

Selected Aspect over these vendors:

Convergys, Nortel/Periphonics, BeVocal

## Why Aspect?

Support for mobile customer service (mobile web portals or apps for customer service) is extremely important to their current or future business goals.

They also rated support for multi-channel customer service as extremely important to their current and future business goals.

## Achievements

Illinois Casualty Insurance lowered administration costs, application development costs and hardware costs, while achieving the ability to develop more innovative applications. They also rated Aspect's customer service and tech support highly.

***“We expanded our existing customer interface options with IVR/Customer Self-Service. It opened our ability to move work back in house with outbound debt collection.”***

**– Mike Smith, AVP - Finance, Illinois Casualty Insurance**

## Aspect Self-Service

Aspect Self-Service solutions allow you to design apps once and deploy them on any channel – across IVR, text, social, and mobile channels.

Utilize the power of automation and natural language understanding (NLU) to increase first contact resolution rates without customers ever talking to an agent. Fully embrace the technologies consumers love. Deliver remarkable customer service in a world where people often prefer to help themselves. Transform simple one-way notifications into two-way conversations. Make it easy for customers who prefer texting over talking.

See Aspect self-service and omni-channel demos in action: <http://www.aspect.com/mobile-showcase>

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### About Aspect

Aspect's fully-integrated solution unifies the three most important facets of modern customer engagement strategy: customer interaction management, workforce optimization, and back-office. Through a full suite of cloud, hosted and hybrid deployment options, we help the world's most demanding contact centers and back offices seamlessly align their people, processes and touch points to deliver remarkable customer experiences. For more information, visit [www.aspect.com](http://www.aspect.com).

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