Healthcare

8% faster handling time for new hires with AI knowledge base

CLIENT PROFILE

Accelerating healthcare onboarding with AI–assisted expertise

As one of the largest healthcare insurance providers in the U.S., this organization serves millions of individuals, families, and employers across regulated markets. With a mission to make healthcare more accessible, efficient, and patient-centered, the company is committed to delivering reliable coverage and compassionate support at every touchpoint.

BUSINESS CHALLENGES

Turning complexity into confident performance

Supporting customers in the healthcare space requires deep knowledge, fast decision-making, and clear communication. But for new hires, especially those without a medical background, getting up to speed was a challenge. The client needed to shorten ramp-up time while ensuring TP experts could explain complex medical concepts with professionalism and empathy.

Complex medical knowledge
Enable new hires to explain medical terminologies and processes professionally

Inconsistent query handling
Ensure consistency and speed in handling open-ended and high-stakes queries

Language proficiency gaps
Help non-native English speakers deliver professional, grammatically accurate responses

QA risk during ramp-up
Maintain high Quality Assurance (QA) scores during onboarding and ramp-up

SOLUTIONS IMPLEMENTED

Precision enablement through AI

To help new hires succeed from day one, TP.ai FAB Assist embedded a generative AI–powered knowledge base into frontline workflows, giving TP experts instant access to trusted medical content and enabling faster, more accurate healthcare interactions with confidence.

AI-powered Knowledge Base
Delivered trusted, up-to-date medical and policy content instantly, reducing the need to navigate static documents.

Real-time suggestions and Next-Best Action
Guided new hires on how to respond, ensuring professionalism and compliance.

Summarization and Response Support
Summarization and response support simplified complex medical information into clear, easy-to-explain responses.

Language support and translation
Enabled accurate, confident communication in English and Spanish for non-native speakers.

REAL RESULTS

Measurable gains in speed, productivity, and quality

The difference was clear from day one. Traditional knowledge bases required TP experts to search through static documents, slowing down service. The AI-powered version changed that, acting more like a smart assistant, delivering instant responses, simplifying complex terms, and even guiding new hires on how to respond, helping them work faster and more confidently.

8%
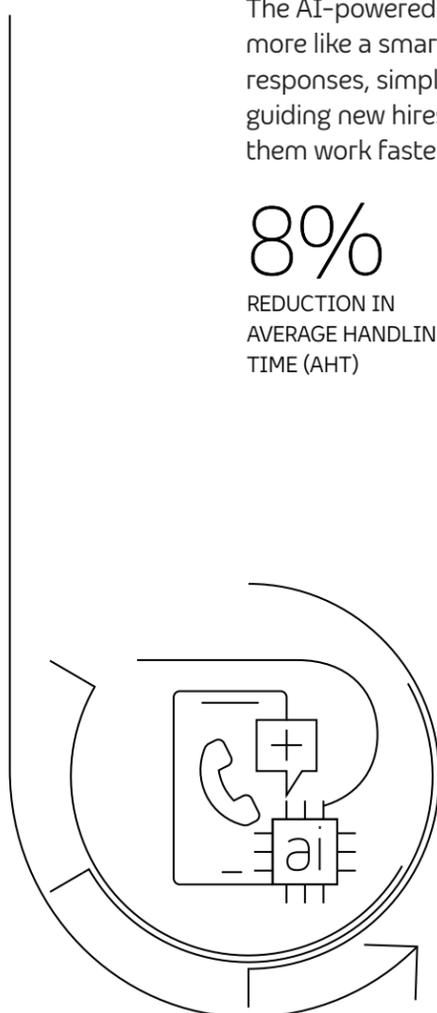REDUCTION IN AVERAGE HANDLING TIME (AHT)

7%
INCREASE IN OVERALL PRODUCTIVITY FOR NEW HIRES

8%
ENHANCEMENT IN QA SCORES DURING ONBOARDING

Period analyzed: 2 months.

TP.ai FAB Assist empowers your operations to drive business growth

We combine technology, analytics, design and consulting to deliver on-demand solutions and accelerate digital transformation through the Security as a Service (SECaaS) model.

Contact us

to discover more about our TP.ai FAB Assist.