



8% faster handling time for new hires with AI Knowledge Base



Client profile

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

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.



Enable new hires to explain medical terminologies and processes professionally



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



Help non-native English speakers deliver professional, grammatically accurate communications



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

Solutions implemented

To help new hires succeed from day one, TP introduced an AI-powered knowledge base powered by Generative AI. The solution transformed onboarding into a more intuitive, supportive experience, giving TP experts real-time access to trusted medical content, right when they needed it most.



Integrated medical terminologies into an intuitive, real-time conversational knowledge base (KB)



Provided assistance with English and Spanish language responses, improving clarity for non-native speakers



Enabled TP experts to handle open-ended queries accurately without extensive experience

Real results

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