

C1 Elly™

See how customers are gaining real value implementing C1 Elly automations.



C1 Elly is transforming customer interactions and employee productivity by automating key processes, improving efficiency, and streamlining work. By leveraging authentic conversational AI along with a proven methodology to consolidate, normalize, and cleanse a company's data to ensure the utmost in AI accuracy, C1 Elly automations are providing real value to companies across all industries and for a variety of use cases.

Learn more about the challenges some of our customers have faced and how they leveraged C1 Elly automations to achieve their desired outcomes with tangible results.

Company	Before C1 Elly	After C1 Elly
A large New England roadside assistance company	High volume of roadside assistance calls causing long wait times and operational inefficiencies .	40% call containment rate across all automobile brands using improved agent efficiencies through improved initial eligibility verification and automatic case creation.
A large Internet healthcare insurer	<p>Outdated legacy IVR system with a poor voice user interface leading to high call volume to live agents.</p> <p>Some services were unavailable outside business hours.</p>	<p>77% of policyholders' payments automated</p> <p>85% of agents' payments automated</p> <p>70% authentication automation for all callers</p> <p>~2 minutes reduced average call handling time</p> <p>Improved self-service experience for policyholders, agents, and insurance providers</p> <p>24/7 accessibility for all services</p>



A large healthcare provider in New York	<p>Over 50% of calls being misrouted or dropped across multiple patient access points and ambulatory clinics.</p> <p>Lack of visibility into and accountability for patient interactions.</p> <p>Voice messages frequently went unanswered</p> <p>Lack of multi-language support</p>	<p>90%+ call routing accuracy through streamlined universal call routing across 36 clinics</p> <p>0 dropped calls</p> <p>100% of patient messages were transcribed and delivered via email/SMS</p> <p>100% end-to-end interaction insights and accountability</p>
A large university in California	<p>The customer's previous auto-attendant lacked Spanish language support and struggled with inefficiencies related to patient appointment handling and authentication.</p>	<p>75% authentication automation</p> <p>27% containment rate for appointment cancellations</p> <p>Agent talk time was reduced by 14 seconds per call on average, and surveys expanded to include Spanish for survey questions as well as responses</p>
A large Internet human resources solutions company	<p>HR and payroll inquiries lacked proper routing and integration with Salesforce.</p> <p>11% customer "no match" rates for encrypted data such as social security numbers</p> <p>Lack of multi-language support in the IVR</p>	<p>6% social security number no match rate (down from 11%)</p> <p>Multi-language support including English and Spanish</p>
C1	<p>Human resources department was overwhelmed with the number of routine inquiries handled on a daily basis</p> <p>Answers to routine questions were stored in multiple documents across multiple systems</p>	<p>85% containment rate for routine HR inquiries</p> <p>135% increase in capacity to handle inquiries</p> <p>113% increase in employee engagement within the first 3 months</p>



Learn more about C1 Elly here: OneC1.com/connected-experience/c1-elly

Ready to explore how C1 Elly can help your organization achieve real value with AI automations? Contact an expert now: OneC1.com/contact-us