



AI-Powered Call Center Transformation

The Opportunity

In early 2024, Catalis identified an exciting opportunity to further enhance its world-class call center operations. With an increasing volume of informational calls, Catalis saw the potential to leverage cutting-edge AI technology to not only maintain but elevate the high standard of service that defines its call centers. By introducing AI-powered solutions, Catalis aimed to enhance the user experience for end-users reaching out to the call center, providing quicker and more efficient responses to their inquiries. This initiative represents a commitment to innovation, ensuring that users' needs are met promptly while allowing skilled human agents to focus on complex, revenue-generating interactions.

The Solution

Catalis embraced this opportunity by deploying an AI-powered voice assistant, designed to handle a range of informational calls. Launched on May 29, 2024, in Sacramento, California, this AI assistant was engineered to manage calls related to court dates, fees, general inquiries, and more. By taking over these routine tasks, the AI assistant allowed Catalis agents to dedicate their time to activities that required direct interaction with a caller. This approach not only streamlined call center operations but also significantly enhanced user satisfaction by expediting the process of getting answers.

The Results

The implementation of the AI assistant has been a resounding success. In Sacramento, the Catalis AI assistant has managed 46% of all calls, demonstrating its effectiveness in enhancing call center efficiency. From May 29 – September 4, 2024, key achievements include:

25,750
Total Calls

11,933
Catalis AI Contained Calls

46%
Containment Rate

14%
Reduction in Abandoned Calls

Looking ahead, Catalis plans to expand the AI assistant's deployment to additional courts in the near future. This expansion promises to further enhance call center efficiency and allows Catalis agents to focus on high-priority tasks.

"The AI assistant's impact has been profound, leading to fewer court transfers, reduced after-hours call transfers, and an increase in payment-related calls. This matches my original hope for the virtual agent; fewer incoming calls allowing more seasoned agents to move to other lines."

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