



auto  general

## Information about Auto & General

Auto & General is an award-winning insurance provider of general insurance products in Australia. They offer a comprehensive range of policies including car, motorcycle, home, contents, pet and travel insurance and have a strong commitment to innovation and customer service excellence. Auto & General maintains a large contact centre operation responsible for handling a significant volume of customer enquiries, policy management and claims processing. With a customer-centric approach at the core of its business strategy, Auto & General recognises the critical role of efficient workforce management in maintaining service levels and enhancing agent productivity to meet the changing needs of its customers. The company's dedication to making a positive impact extends beyond its business operations; it actively supports various community partners and local charities, reflecting its ethos of corporate responsibility and social contribution.



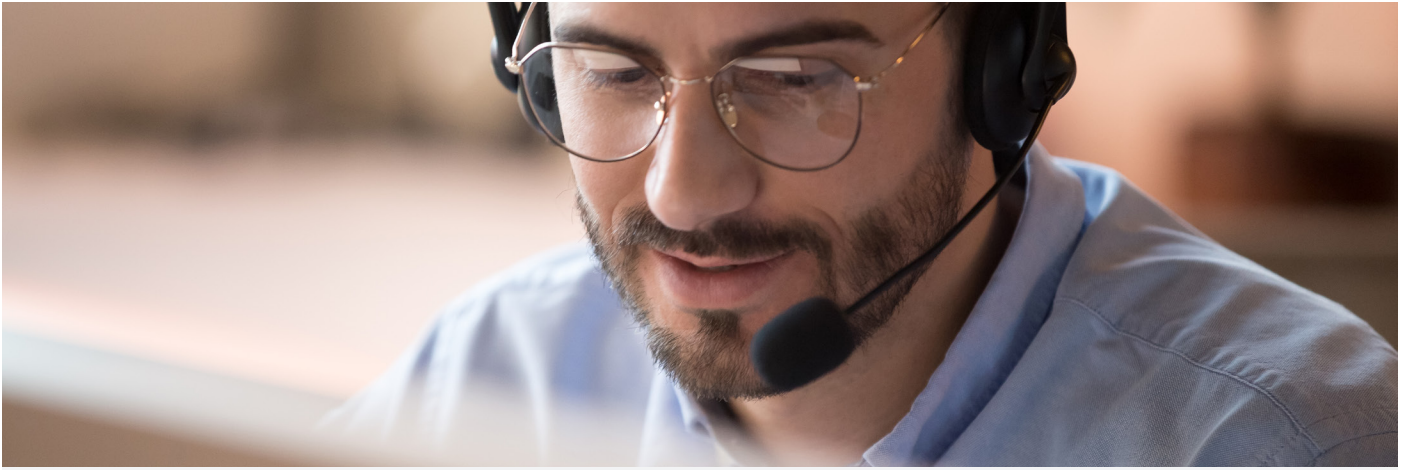
## DESIRED SOLUTIONS

Auto & General addressed the below requirements using Intradiem's Real-Time Management Platform as a solution:

- Continued focus on increasing operating and employee efficiency levels.
- Streamlining the process of handling real-time activities, which were previously completed by department Team Leaders.
- Providing more flexibility in scheduling ad-hoc activities based on business needs and contact volumes.

## Motivation for Change

Driven by their commitment to delivering exceptional customer experiences and maximising operational efficiency, Auto & General sought to further enhance their workforce management practices. The motivation for their continuous improvement approach stems from the desire to enhance both employee engagement and customer service levels. Auto & General wanted to provide greater schedule flexibility when scheduling ad-hoc activities (such as coaching) and reduce the likelihood of these activities being rescheduled or cancelled due to fluctuating contact volumes. By streamlining communication channels and decision-making processes around employee notifications and the best times to schedule activities, Auto & General wanted to ensure smooth operations and consistent service delivery.



## Why Intradiem?

Auto & General selected Intradiem's real-time management platform, supported by Call Design, for its extensive features. They aimed to streamline the handling of coaching and ad-hoc activities, allowing for more flexibility in scheduling these based on real time business needs. Additionally, Intradiem's platform promised to ensure better adherence to schedules, facilitate smoother transitions at the end of shifts, mitigating the occurrence of getting stuck on calls and increasing overall staff engagement and customer service.

## Why Call Design?

Call Design and Intradiem conducted a thorough assessment of Auto & General's requirements and business objectives to design tailored use cases that aligned with the organisation's goals. Throughout the implementation process, Auto & General were provided expert guidance and support to ensure a seamless integration of the Intradiem solution with Auto & General's existing WFM and contact centre solutions / processes. Specific training for each use case was delivered to key members of the workforce planning team, equipping them with the necessary skills and knowledge to leverage the full potential of the Intradiem platform. Team Leaders were taught the system and how to use it from a Team Leader perspective & Consultants were taught how to interact with the systems automated messaging.

## The Results

With the implementation of the Intradiem solution (supplied by Call Design), Auto & General has been able to deliver sustained improvements across their key focus areas of;

- Continued improvement towards increasing employee efficiency levels,
- Streamline their process of handling real-time activities, which were previously completed by department team leaders, and;
- Provide more flexibility in scheduling ad-hoc activities based on business needs and contact volumes.

Over time, these enhancements are translating into tangible benefits, including enhanced service levels & positive employee feedback on the Intradiem solution. Team Leaders no longer have to invest significant time reviewing real time management and are able to spend more time with consultants.

The collaborative effort between Auto & General, Intradiem and Call Design resulted in a real-time management solution that not only addresses existing challenges but also positions Auto & General for sustained success.

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