

ECSI Saves \$1.5M Automating Front Desk Calls With Replicant



“Automation has become integral to what we do. Our business is dramatically different today with Replicant. It’s really made a difference in our employees’ lives and the experience from the borrowers and parents who call us, as well as how we run our business.”



Mike Bowman
Former Senior Director,
Operations, ECSI

About ECSI

ECSI is the leading provider of accounts receivable management for campus-based student loan servicing. In 2022, they serviced almost 1.4 million calls across three contact centers. ECSI partnered with Replicant to deploy a Front Desk solution to authenticate, route, and resolve customer calls. As a result, they've been able to navigate rising demand and hiring challenges while driving savings and efficiency.

Industry: Financial Services

Use Cases: Front Desk (Tax form processing, refunds, loan servicing)

Call Volume: 1.4 Million

Replicant Flattens Spikes During Busy Seasons

Replicant's Thinking Machine currently serves three of ECSI's core products: tax form processing, refunds, and loan servicing. These flows are all highly seasonal, peaking in the summer and winter months. The Thinking Machine was deployed to gather caller intents, authenticate customers, and contain or route them appropriately. This led to transformational benefits an IVR couldn't provide.

“The reason you got our businesses is because you’re honest, straightforward and responsive. You were very inclusive with my team, showing them how things work and making them part of the build process.”

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Former Senior Director, Operations, ECSI

Exponential Impact



Analytics for every caller intent



Natural conversations



24/7 no-wait service



Unlimited seasonal elasticity



3 months to go live

Results That Speak for Themselves

ECSI didn't just look at traditional KPIs to measure the success of Replicant. They surveyed customers who were contained by the Thinking Machine as well as callers who spoke to an agent. They found customer satisfaction was almost identical between the two. For calls that the Thinking Machine couldn't contain, ECSI's handle times still dropped during escalations. With Replicant at the "Front Desk," the Thinking Machine authenticates customers, gathers initial information, and passes a summary to each agent, saving thousands of minutes each year.

Key Takeaways

40%

decrease in escalation
handle times

70%

faster agent response times

1.5 M

in annual savings

"Last year's biggest win for us wasn't just the \$1.5 million dollars we saved with automation. The Thinking Machine was really good at showing us what we weren't doing well. It's collecting information to show us what are the obstacles, where people are getting stuck.

We can use that data to design a better process, to design a better website, to start new solution."



Mike Bowman

Former Senior Director,
Operations, ECSI

Learn how Replicant can
transform your contact center

