

How CorVel reduced adjuster workload by 500,000 calls with AI-powered Conversation Intelligence



"With Conversation Intelligence, we are now hearing our customers' voices in a way we never have before. Instead of guessing why people are calling based on a fraction of data, we're getting real-time insights across 100% of our calls."



Cindy Gambosh
Director of Workforce
Automation, CorVel

About CorVel

CorVel is a leading risk management and workers' compensation provider that leverages AI-powered solutions to streamline claims processing. By enhancing efficiency in its contact center, CorVel ensures injured workers receive timely care while optimizing adjuster workloads.

Industry: Insurance & Risk Management

Company size: 500+ Employees

Product: Conversation Automation, Conversation Intelligence

The Challenge

CorVel's contact center faced a twofold challenge:

- Nearly 50% of calls lacked proper dispositioning, making it difficult to track customer needs and improve service quality.
- Adjusters spent excessive time answering routine inquiries—like claim status updates—rather than focusing on complex cases that required their expertise.

Additionally, manual QA processes covered only a fraction of calls, limiting coaching opportunities and making it difficult to ensure consistent agent performance. CorVel needed a scalable, data-driven solution that could:

- Automate routine tasks
- Enhance agent coaching
- Provide full visibility into customer interactions—without adding operational burden.

The Solution: AI-Powered Conversation Intelligence

To address these challenges, CorVel partnered with Replicant to implement Conversation Intelligence, an AI-driven solution designed to analyze calls at scale, automate QA, and uncover key trends without manual intervention.

How it Works

- AI-driven call dispositioning: every call was accurately categorized, eliminating the inconsistencies of manual labeling.
- AI-powered QA and coaching: unbiased, real-time performance assessments ensured adjusters received consistent, data-driven feedback. 100% call analysis: Replicant surfaced patterns and business trends that had previously gone unnoticed, guiding smarter staffing, training, and operational decisions.
- Automation insights: AI identified high-volume, repetitive calls that could be automated, allowing adjusters to focus on complex claims that required human expertise.

The Results: Transforming CorVel's Contact Center

By leveraging Replicant's AI-powered insights, CorVel redefined its approach to contact center management, achieving measurable improvements:

500K+

calls offloaded

Adjusters now focus on high-value claims.

100%

AI-powered QA scoring

Ensures fair, data-driven agent evaluations.

15 more

claims processed per adjuster

Reduced workload on frontline teams.

50%+

more accurate call dispositions

AI eliminates human error.

Faster

decision-making

Instant call analytics streamline staffing and training.

Key Takeaways

Beyond improving QA and coaching, Replicant's AI-driven insights helped CorVel uncover automation opportunities that would have otherwise gone unnoticed.

- Identified high-volume, low-complexity calls that AI agents could resolve.
- Surfaced hidden customer pain points, enabling proactive solutions.
- Provided real-time customer behavior insights, replacing outdated manual reporting.

"The biggest game-changer for us is that Replicant listens to the actual call audio. Other solutions only read text, but with Conversation Intelligence you are going to hear it. Replicant picks up on background noise, mumbling, and empathy in tone—things that are critical in our business."



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Learn how Replicant can transform your contact center

