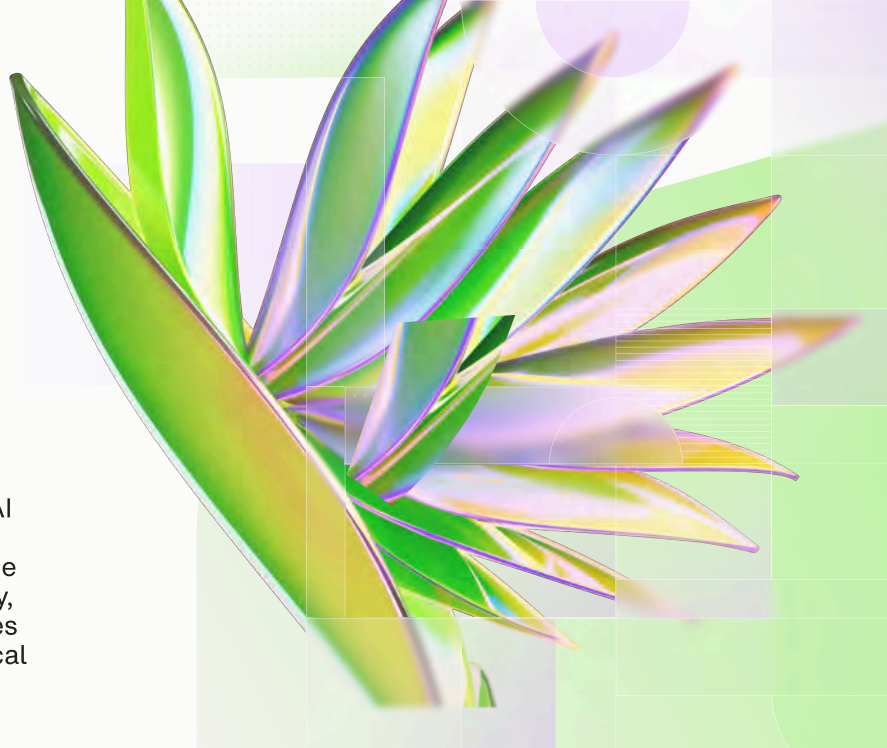





Agentforce Payer Accelerator

Accelerate AI enablement without compromising trust








TELUS Digital helps organizations streamline AI effectiveness from day one. This accelerator is designed to produce measurable business value while maintaining rigorous standards for quality, security, and compliance. Our approach enables rapid progress without introducing risk, technical debt, or governance gaps.



Current operational challenges

-  **Limited coverage**
 - Only ~1–2% of total call volume is typically reviewed per agent each month
-  **High managerial burden**
 - Standard agents: 4-8 reviews per month
 - New hires or underperformance cases: 15+ reviews per month
 - Review time averages 2–2.5x the length of the call
-  **Inefficient use of leadership time**
 - For a 15-agent team, managers may spend 25–30 hours per month on call listening, scoring, and coaching before addressing higher-value priorities

With 'Rebecca' the Retention Agent

-  Up to 100% of calls screened automatically
-  Immediate post-call insights, available through reports and list views
-  Consistent, objective review criteria across managers
-  Actionable summaries highlighting compliance risks and coaching opportunities
-  Targeted reviews only, eliminating random call sampling
-  Structured data capture to support downstream metrics such as quality scores and NPS
-  Estimated management time savings: up to 80%, enabling leaders to focus on performance, strategy, and customer outcomes, not manual review.

Expected outcomes with Rebecca



Faster time to value

Prioritize high-impact, low-complexity use cases to gain early traction and prove value quickly.



Sustainable growth

Solutions are architected for scalability and adaptability, supporting long-term operational and regulatory change.



Increased stakeholder confidence

A transparent, ethical AI framework that builds trust across employees, customers, regulators, and partners.

How to know if Rebecca is the right fit for your business?

Ask yourself the following 5 questions:

- 01 Do you manage high-volume customer or member calls and are under pressure to improve NPS, quality scores, or regulatory ratings?
- 02 Do you have access to call transcripts or chat data and want deeper insight beyond basic sentiment analysis?
- 03 Do you rely on manual call reviews that are time-intensive, inconsistent, and difficult to scale?
- 04 Do you operate under strict compliance requirements, including Medicare, Medicaid, or other regulated lines of business?
- 05 Are you running Salesforce Sales, Service, or Health Cloud (or deploying it) with executive alignment around an MVP-led approach?

If you answered yes to the questions above, here's how you can prepare to **implement** the Rebecca agent.



Agentforce licensing in place or planned



Clearly defined compliance requirements and access to call or chat transcripts



Identified customer service SMEs available for collaboration and validation



Alignment on MVP scope and organizational readiness for focused execution

Reach out to our experts to learn more about how an AI retention agent can enhance your ROI

