NEIGHBORHOOD CREDIT UNION IMPACT CASE STUDY

Neighborhood Credit Union

Automated over **40%** of Calls, and Saved Operational Costs by **$3.6M** with 'Nick', interface.ai's Intelligent Virtual Assistant.

Neighborhood Credit Union, the first credit union in Dallas, is a member-owned, not-for-profit financial organization serving people throughout the state of Texas. With branch locations across North Texas, Neighborhood Credit Union has a membership of about 61k

THE CHALLENGE

As a result of the pandemic, Neighborhood CU witnessed a rise in call center inquiries by approximately 10-15%. This significant rise in call volume resulted in a spike of abandonment rates from the previous range of 5-8% to 15-20%, leading to a decline in service levels. Furthermore, CU struggled with staffing issues.

"Due to the pandemic, we experienced around **10-15% increase in call center calls**. This increased call volume led to an increase in **abandonment rates from 5-8% to 15 - 20%**, and we were also unable to keep up with the **staffing issues.**"



Carolyn Jordan
Chief Growth Officer,
Neighborhood Credit Union

THE SOLUTION

By incorporating interface.ai's (IVA) 'Nick', Neighborhood members now receive 24/7 assistance from 'Nick', resulting in a consistent member experience. As 'Nick' handles routine member inquiries, staff has more bandwidth to deliver personalized support to each member requiring assistance.

Provide **24x7 member support**

Reduced abandonment rates

Offer **consistent member experience**

Free up **staff bandwidth**

"interface.ai's IVA will **help us overcome the stress on the call center,** help us scale rapidly & enable us to continue to exceed the expectations of our members at all times"



Carolyn Jordan,
Chief Growth Officer,
Neighborhood Credit Union

THE RESULT

40%+
call automation

6,050+
hours member wait time avoided

$3.6M
operational cost savings

Reduced abandonment rates & call wait times

"interface.ai's Intelligent Virtual Assistant (IVA) 'Nick', has been able to help us handle increased call volume, **reduce wait times and abandonment rates,** while also providing a consistent, **round-the-clock experience support** for our members



Carolyn Jordan,
Chief Growth Officer, Neighborhood Credit Union

LEARN MORE

Hear from Neighborhood Credit Union, on how they are leveling-up their member experience with Artificial Intelligence

Scan the code to learn more

TALK TO US

If you'd like to learn more about how our AI solutions can help your financial institution increase efficiency, improve member satisfaction, and reduce costs, you can schedule a personalized call at your convenience.

Scan the code to talk to us

Neighborhood CREDIT UNION

interface