OpenDialog

OpenDialog case studies

Real-world examples of AI Agents transforming regulated industries

Davies

Davies Group

OpenDialog's AI Agent transforms efficiency and sales

Davies Group's Vehicle Replacement Group (VRG) wanted to improve their vehicle recovery process, which was hindered by a limited, rules-based chatbot. Customers frequently needed to contact call center agents, slowing operations and increasing costs.

By using OpenDialog, VRG introduced an AI Agent that managed complex customer interactions, such as offering alternative pickup options or extending hire periods based on natural language responses.

Watch Davies testimonial video
▶

The results

The AI Agent automated **82% of VRG's customer interactions,** reducing the need for extra staff and enhancing the customer experience.

This led to a **25% increase in vehicle hire sales,** as customers could directly book extra hire days. Faster vehicle collection confirmations allowed for quicker rehiring, further boosting revenue while improving both efficiency and user experience.

82% automation
of customer interactions, reducing the need for additional staff and cutting costs.

25% increase
in vehicle hire sales by allowing customers to book additional hire days through the AI Agent.

Faster vehicle collection
led to quicker rehirings and boosted revenue.

OpenDialog and OpenGI revolutionize broker efficiency with AI Agents

Case study

OpenGI partnered with OpenDialog to introduce advanced AI Agents to its broker customers, transforming customer service for the first time. The solutions streamline interactions by **automating routine tasks, saving brokers time** and **reducing costs,** while allowing human agents to focus on more complex issues. Integrated seamlessly with OpenGI's PAS platforms, OpenDialog's technology enhances every stage of the policy lifecycle—marketing, quoting, claims, and renewals—while delivering a natural and engaging experience for customers.

"This partnership elevates our PAS systems, offering **time-saving, groundbreaking technology** that helps brokers focus on growth and innovation."

**– Simon Badley, CEO, OpenGI**

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OpenDialog Digital Concierge enables data-driven decisions

A leading UK Travel Insurance Provider aimed to use AI to improve operational efficiency and enhance customer experience, focusing on first-call resolution for around 2,000 weekly customer contacts. They built a business case around three customer journeys and explored the best approach for implementation.

By partnering with OpenDialog, they introduced the **Digital Concierge** to their website, achieving short-term contact resolution benefits while using the collected data to prioritize and plan future journey deployments.
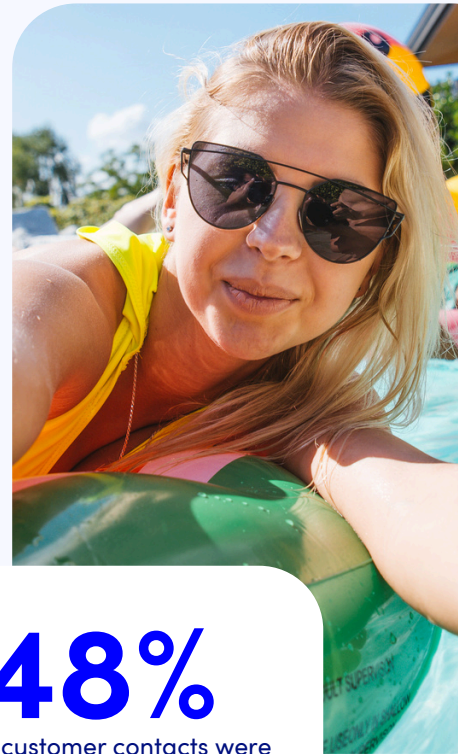
48%

of customer contacts were related to policy queries, providing **valuable insights** into consumer behavior and shaping future AI-driven strategies.

The results

Following a 12-week program, accounting for seasonality, they found that **over 48% of all customer contacts related to policy queries** and also produced gained insights into consumer behavior during the quotation journey.

They also discovered that consumers often left the website rather than calling if their questions weren't answered. Introducing the Digital Concierge as their first AI Agent enabled a fast start toward strategic goals and informed data-driven decisions for future AI transformation.

OpenDialog transforms how Darkhorse Insurance Agents engage with customers

Case study

Darkhorse is transforming outbound sales with OpenDialog's technology, **increasing efficiency** and **improving success rates from the current 10%.** By automating outreach and scheduling, agents can manage **more than 100 leads per month** while focusing on high-value tasks like coverage reviews and sales, driving higher ROI.

"This partnership **streamlines processes** and **boosts profitability** for independent agencies and brokerages."
Darkhorse's founder

MyMeds&Me

Collecting complex medical info consistently and reliably

MyMeds&Me already had a well-established, complex form-based system for collecting adverse effect reports but wanted to explore more engaging ways to **boost submissions and improve data quality.**

They needed a **mobile-first, intuitive** solution that would integrate with their existing product suite. With OpenDialog, they implemented an AI Agent that created adaptive, reusable interactions tailored to different user personas.

The solution

Building Conversations

Using OpenDialog's builder, MyMeds&Me crafted complex, reusable conversations for diverse personas (patient, carer, professional) with multilingual expansion potential.

Custom Webchat

OpenDialog's custom webchat simplified interactions with a user-friendly interface, clear next steps, and progress tracking, while interactive widgets reduced data collection errors.

Integrations

OpenDialog integrated with MyMeds&Me's suite ensuring data quality with up-to-date adverse effects and drug catalogues for every report.

The results

- An experience that is adapted to its segment and **allows the user to quickly navigate** through the questions while ensuring that all the **key data points** are collected.
- A platform that MyMeds&Me can **build on** and **develop** in the long term - future proofing their needs

tifgroup Enhances Customer Experience with OpenDialog's AI Agents

Case study

By integrating OpenDialog's advanced AI Agents, tifgroup aims to empower its policyholders and consumers with seamless self-service for policy-related queries. OpenDialog's AI agents, known for their sophisticated and contextual capabilities, will help tifgroup meet evolving customer needs while advancing its strategic goals of innovation and efficiency.

"We're excited to integrate OpenDialog's AI, enhancing our self-serve options and providing valuable insights to drive continuous improvement."

Amber Moon, Brand Manager, Holidaysafe

The Cyber Helpline

Making growth sustainable withexpert AI Agents

The Cyber Helpline, a non-profit offering free expert support to cybercrime victims, faced rising demand for 24/7 assistance. Cybercrimes are often difficult to describe, even for experienced users, making it challenging to provide timely and effective support.

OpenDialog developed an AI Agent capable of navigating the **complexities of cybercrime**. The partnership aimed to empower victims to take action quickly, contain threats, and recover, while also ensuring seamless escalation to experts when necessary.

The solution

- **Advanced AI:** Leveraged OpenDialog's Natural Language Processing to let victims describe attacks in their own words and receive accurate guidance.
- **Knowledge Graphs:** Enhanced with expert-trained attack data for continuous improvement.
- **Webchat Integration:** Provided an intuitive, user-friendly interface for fast assistance without tedious forms.

The results

84%
cases successfully automated

– 80%
direct call volume

192
unfilled vacancies eliminated

OpenDialog empowers Finance One clients with seamless AI-driven support

Case study

Finance One is revolutionizing client interactions with OpenDialog's advanced AI Agents, enabling clients to **self-serve mortgage application details, complete pre-qualification steps**, and **manage enquiries effortlessly.** This innovation enhances efficiency and personalization, supporting Finance One's goals of operational excellence and client satisfaction.

"This integration ensures **streamlined communication** and **24/7 accessibility,** delivering a superior client experience."
Ros Scally, Operations Director, LHK Group

Finance One
Part of LHK Group

Get started with OpenDialog today

Transform your business with compliant, scalable AI solutions.

Start building **Discover our solutions**