

Improving Insurance Metrics with Balto

Balto Customer's A/B Test Results

We conducted a 14 week A/B test with reps at a large insurance firm to measure the difference in performance between Balto users and Non-Balto users. After analyzing 10,000+ calls, here is what we found:

15%

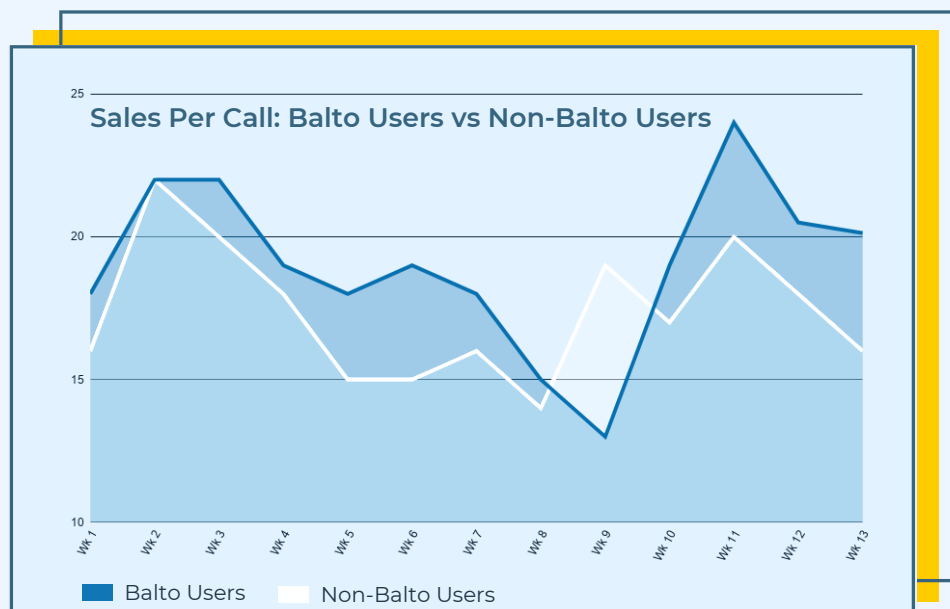
Increase in
Conversion Rates

7.8%

Increase in
Rep Ratings

7.7%

Decrease in
Avg. Handle Time



About Balto

Powered by AI, Balto analyzes speech on both sides of the call to instantly deliver critical information to reps while giving management insight into every conversation.

Learn how Balto's Real Time Technology can quickly unify your team's voice to improve your numbers. Request a demo at <https://balto.ai>.