

LEGAL · CLAIMS SUPPORT

How Pillar Bridge hit 98% first-call resolution with Finn

Emotionally-charged claimant calls — handled clearly, calmly, and consistently, in six languages.

98%	85%	7:45→1:10	6+
First-call resolution	Lower handling time	Avg handling time	Languages

The challenge

Pillar Bridge Solutions handles emotionally-charged claimant conversations. Staying clear, empathetic, and consistent at scale was hard; average handling times ran long, and multilingual demand strained the team.

The approach

- Finn became the claimant voice gateway — case-status navigation, intent detection, empathy-tuned responses.
- Calm, consistent, standardized conversations at scale, across 6+ languages.
- Complex or sensitive cases escalated to human specialists with context.
- Every call transcribed for a clean compliance trail.

The results

Pillar Bridge reached 98% first-call resolution, cut average handling time 85% (from 7:45 to 1:10), supported 6+ languages, and reduced the claimant anxiety index by 40% — clarity and empathy, at scale.

"Our conversations are often emotionally charged. Finn AI helped us stay clear, calm, and consistent at scale."

— Rajesh Bangera, CEO, Pillar Bridge Solutions

See it on your calls — book a demo at www.hirefinn.ai/bookademo

Or start free at hirefinn.ai · hello@hirefinn.ai