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### Visionworks


 Visionworks is **one of the largest eye care service providers in the United States.**

 The eye care company **employs 8,000 people** and has **700+** retail locations throughout the country.

 Visionworks was looking for a digital solution to **improve their customer experience, reduce costs and mitigate staffing challenges**, and in September 2020 they hired Amelia as their Visionworks Virtual Specialist.


3

### Metric Outcomes

 Amelia handles all **incoming calls for nearly two-thirds of Visionworks' retail stores today** and continues to expand to additional locations.

 Amelia efficiently schedules an average of **1,000 optometrist appointments every day.**


 Amelia currently has a **93% intent recognition rate.**


 Amelia helped reclaim **14,000+ hours of productivity**, the equivalent of 2 retail store employees across nearly 725 stores.

2

### Better Service, Happy Customers


 Patients can speak with Amelia by **calling stores directly, or via the "Store Chat Link" in the "Help" section of Visionworks' website.**

 By handling all incoming calls to Visionworks' stores, **Amelia frees employees from handling repetitive, high-volume questions** and enables them to focus instead on delivering exceptional in-person customer service.

 Amelia's Natural Language Processing and Understanding capabilities **reduce the need for heavily staffed call centers.**

4

### The Future

 **By the end of 2022, Amelia will be deployed across the entire Visionworks retail fleet of 725 stores**, where she will handle over **10 million voice calls and 3-4 million digital chats per year.**