

 Benefits Technology, Powered by People

# Sofia Now Supports After-Hours Service Center Calls



# What's changing?

- The IVR for our Service Center is getting a major upgrade!
- **As of 12/15, Sofia will support after-hours phone calls**, allowing members to speak naturally instead of navigating menu prompts.
- With this enhancement, the member experience will become more conversational and intuitive. Sofia will provide direct, **human-like answers using much of the same intelligence that powers her chat experience.**
- To be clear, This change applies **ONLY** to **after-hours** phone calls to the Service Center. Calls during regular business hours will continue to leverage Personalized IVR (PIVR), which includes menu prompts as it has in the past.



# → How does it work?

- After calling in, members will **authenticate** as they currently do (using the keypad to enter in SSN/EID, DOB, Zip).
- Once authenticated, they will be told they can **speak with Sofia like they would a human being**.
- Once they ask their question, **Sofia will leverage similar agentic workflows that she does via chat in Benefitsolver** and serve up natural, conversational responses.
- Sofia's **responses are concise and limited to 15 seconds** to ensure clarity over the phone, with follow-up questions supported if members need more details.
- **Sofia Search (Reference Center search) is not included yet**. We will aim to include this as part of our next phase / iteration of Sofia on the phones.
- **If Sofia cannot answer a question**, she will direct the member to call back during normal business hours or consult their online Reference Center.



## What else should I know?

- This feature will be enabled for **ALL Service Center clients**. As we are only turning this on for after-hours phone calls, there is no risk of preventing members from getting to a live agent.
- We look forward to providing **more answers** after hours with this new experience!
- By launching this feature in an after-hours capacity, we'll be able to monitor how members interact with this new voice-driven phone experience and gauge what tweaks may be needed before **rolling out the experience during regular business hours later in 2026**.
- Sofia will support **Spanish** and **French** over the phones.





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