

# Consistent, Scalable Service in a High-Volume World

How IDT Replaced an Unreliable Automation System to Reclaim 20+ Hours a Week and Deliver a Better Customer Experience



IDT Corporation is a global provider of communications and payment services. For four decades, IDT Corporation has pioneered technologies and services that enable people and businesses around the world to communicate and share more easily and affordably. Today, IDT leverages its expertise to provide consumers and businesses with innovative communications and payment solutions through their flagship services: international calling, international money transfer, mobile top-up, point-of-sale hardware & software, payment processing services, electronic money and payment solutions, and business communications.

## Industry

Communications

## Size

Large Enterprise (501-1500)

## Introduction

IDT operates a customer-facing business that manages a high volume of client and prospect interactions across multiple digital channels. With customer service as a central pillar of its operations, the company prioritizes responsiveness, consistency, and efficiency in every interaction it handles. As interaction volumes grow and client expectations rise, having a reliable, scalable solution is not just an operational advantage but a business necessity.

## Scenario

IDT had previously relied on another vendor's automation solution to manage its client and prospect interactions, but the tool consistently fell short. Response quality was uneven across channels, creating friction in the customer experience and forcing internal teams to fill the gaps left by unreliable automation. As interaction volumes increased, the limitations of the legacy system became harder to absorb and increasingly costly to work around. IDT needed a solution that could deliver the reliability and uniformity its customers expected, at a scale its team could sustain.

## Outcome

IDT worked with net2phone to deploy its AI Agent, consolidating chatbot and voice automation into a single, unified platform. The transition was straightforward, with the ease of integration into IDT's existing systems making the switch low-friction and fast to implement. The AI Agent was designed to handle a broad range of client and prospect interactions consistently, giving IDT the dependable foundation its customer engagement model required.

The impact was immediate and measurable. net2phone's AI Agent now handles between 25% and 49% of all client and prospect interactions, significantly reducing the workload on human agents without sacrificing service quality. The inconsistency that had plagued the previous system was resolved, giving customers a reliable, uniform experience across every channel.

The productivity gains have been equally significant. IDT estimates the AI Agent saves its internal team more than 20 hours per week, freeing staff to focus on complex inquiries and higher-value work. By unifying its automation under one intelligent platform, IDT has built a customer service model that is not only more efficient today but structured to scale as the business continues to grow.

### Key Statistics

**25-50%**

interactions handled  
by AI Agent

**20+ Hours**

saved per week

We've enabled our AI Agent to handle a comprehensive range of customer interactions - from status checks and troubleshooting to lead generation and ticketing. The net2phone AI Agent has transformed our operations by handling 30% of our call volume and saving us over 20 hours weekly. What I love most is how it's streamlined our escalation pipeline - routine inquiries are automated, so our team can identify and route complex issues much faster to the right experts.

- Gail Nitti, Manager - Client Services