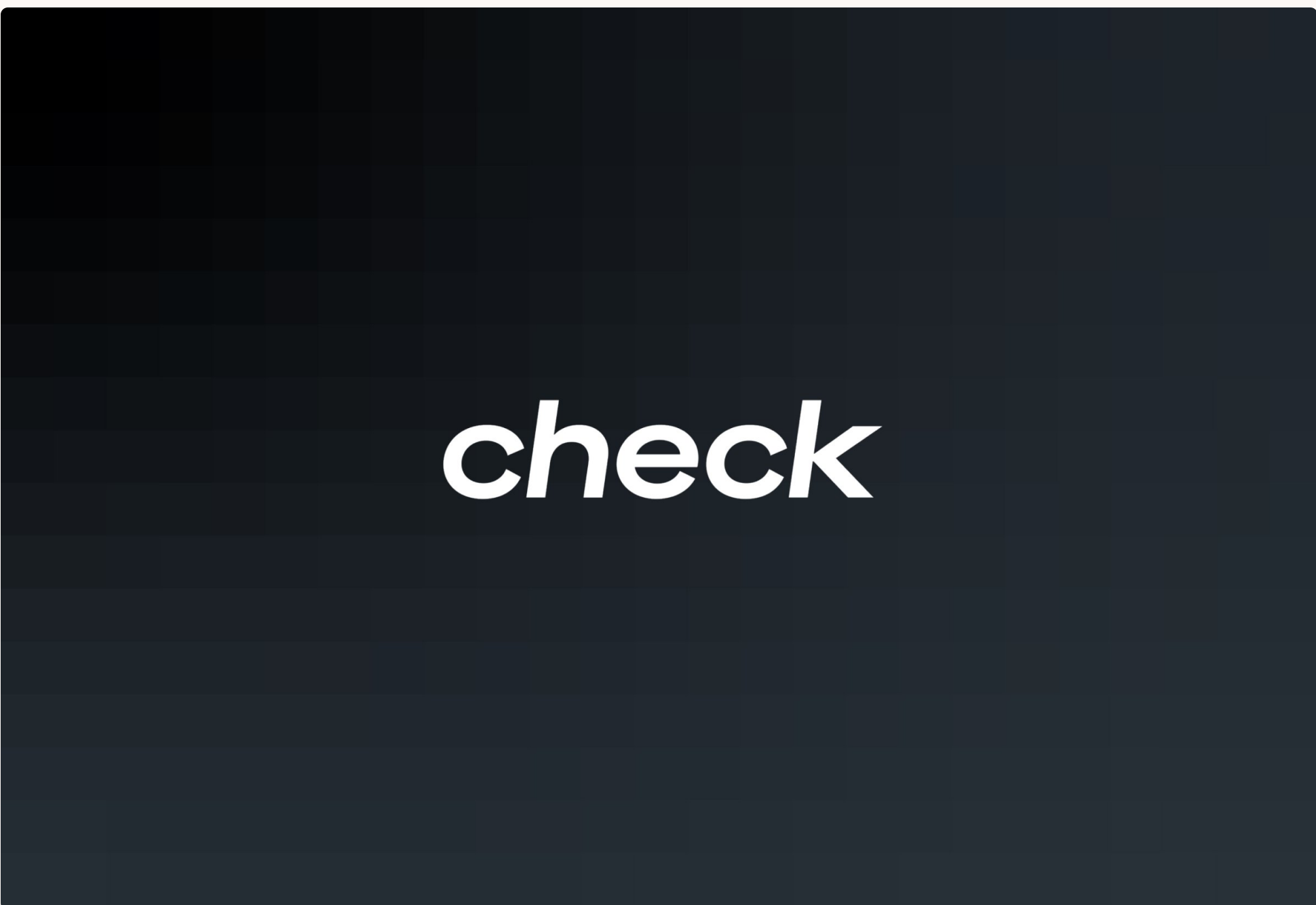


How Check Got to 85% Accuracy Rate With Maven AGI

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Jim Kohl
HEAD OF SERVICE DELIVERY

“Payroll support is such a sensitive space, and Maven’s ability to learn it has been huge. Their AI chat agent has become an important payroll resource for our customers.”

The world’s first embedded payroll platform reimaged its customer support and expanded internal knowledge with Maven’s agile AI agents.

check

About

Check’s payroll infrastructure has pioneered companies’ ability to embed payroll directly into their vertical SaaS, HR, or time-tracking platforms. Since its 2019 launch, Check has raised \$19M while reimagining how platforms can build payroll for businesses across industries.

Challenge

Scaling Complex Payroll Support Before the Year-End Rush

As the definitive leader in API payroll infrastructure, Check receives hundreds of help requests each day. Their support team has always offered exceptional customer service, but Head of Service Delivery [Jim Kohl](#) was determined to raise the bar even higher with an AI agent support platform.

Knowing the year-end busy season would likely lead to an influx of support questions, he searched for a solution that could autonomously answer customers’ questions on everything from bonuses to payroll reconciliation.

However, he wanted to weigh his AI options carefully. By nature, even straightforward payroll questions are high-stakes, especially when salaries and benefits come into play. That meant staying true to his non-negotiables and finding a tool that:

- Answers chat inquiries 24/7
- Adheres to strict compliance and security standards with minimal hallucinations
- Escalates to a human agent if it can’t confidently answer a question

Jim demoed several solutions on the AI support market that claimed to tick every box, but fell short. When he found [Maven AGI](#), things started to fall into place.

“Everyone knows AI hallucinates from time to time. But Agent Maven™ always shows its work—and knows when it’s time to loop in a human.”

Solution

Confidently Tackling Sensitive Payroll Questions 24/7 With Agent Maven™

With Maven, Jim’s team found a capable and fast-learning partner to reduce the burden on Check’s support ticket queue.

Today, Maven’s on-demand chat agent, dubbed [Agent Maven™](#), answers a range of complicated payroll questions on its own, including bonuses and W2s, plus more general concerns like direct deposit. And since Maven [integrates](#) directly with Check’s knowledge documentation to meet every [rigorous compliance standard](#), Jim trusts its answers are almost always accurate and secure.

If Agent Maven™ gauges that it won’t meet these standards, it bows out, instantly looping in a human rep. But even these moments are unique wins for everyone involved: the customer still receives the best response, and Jim’s team can improve Maven’s next answer. How? When Agent Maven™ replies to a question, the team can access the exact sources it referenced to get there. With this paper trail, reps can spot where things went wrong and update Check’s documentation to improve future answers.

Agent Maven™’s surging accuracy isn’t the only metric that’s moved. Jim now shares weekly reports directly from Maven’s dashboard with the entire company, and, as the team corrects responses and feeds the agent more information, the percentage of inquiries it autonomously handles jumps higher and higher. With a new payroll whiz on chat duty, the team has more bandwidth to provide VIP support for complex cases.

Even better? These benefits don’t end with the support team. Sales has also taken to Maven’s internal agent Copilot to double check answers on technical support questions for prospects learning about Check. This agent similarly pulls directly from Check’s documentation, so sales reps can surface even the most niche answers on demand. This has been a major win for time-sensitive tasks, empowering the team to break down Check’s complex use cases quickly and easily.

Results

Autonomous Answers With 85% Accuracy and Substantial Time Savings

With Maven, Jim’s team supercharged their support system and reclaimed time for deep support cases. As Agent Maven™ assists Jim’s team in driving retention with quality payroll support, Copilot sets the sales team up for success with fast product knowledge.

The results?

- 20% of support inquiries answered autonomously
- 85% accuracy rate

Since payroll is full of edge cases, it takes a robust team to manage support tickets for thousands of employers. With Maven giving customers quick answers to simple questions, Check has more leverage to focus on the issues that require their high touch.