



## CASE STUDY

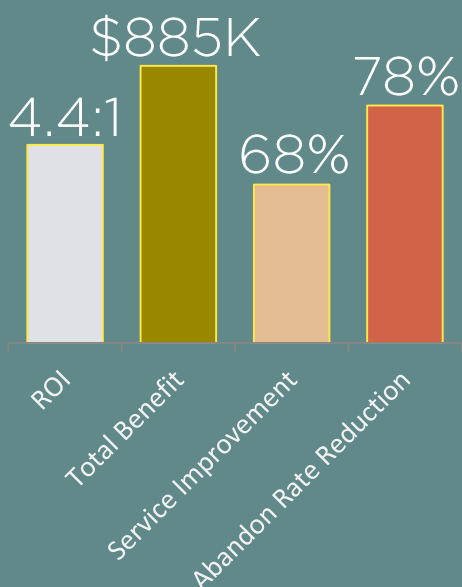
HEALTH SERVICES COMPANY

### Client Challenges

-  Poor Service Levels  
High Abandonment Rates
-  Ineffective Communication  
Underutilization of Staff
-  WFM Software  
WFM Processes

### Results

We offer a guaranteed 2:1 ROI.  
*If we don't deliver, we don't get paid. It's that simple.*



### Solution Overview

We mobilized an experienced team of contact center experts (20+ years of experience each) and conducted a one-week current-state Analysis. We identified the key areas of opportunity to be: ineffective communication, underutilization of resources, inferior technology, lack of performance management methodologies and manual processes. **Coming out of the Analysis we proposed a 15-week performance improvement project and guaranteed a minimum ROI of 2:1.** The client agreed with the Analysis findings, liked what they saw in our team, liked what they saw in the approach and moved forward with the project.

### Key Elements of Solution

- Implemented use of the ACD address book for outbound calls to practices (eliminated misdials and saved 8 seconds per outbound call)
- Implemented priority routing for outbound calls to practice
- Turned on Auto Answer (saved 15 secs per call)
- Eliminated Auto ACW (saved 22 secs per call)
- Consolidated and streamlined ACD skills (83 down to 2)
- Standardized overflow timers for practices (all set to 183 seconds)
- Designed tiered call center | cross-trained agents | implemented
- Implemented daily stand up huddle for WFM and frontline leaders
- Implemented Interval Monitory Tool (IMT)
- Implemented MPC Advanced Scheduling Solution
- Implemented proactive supervision and best practice WFM processes
- Developed optimized schedules and conducted shift bid with agents
- Designed and deployed ASCEND Performance Management
- Conducted six weeks of agent training around call control, call center basics, schedule adherence and handling difficult callers
- Conducted eight weeks of supervisor training to teach supervisors how to coach agents and be effective mentors
- Designed and installed System for Managing

*The CEO stood up at the end of the final presentation and said,*

*“It’s not often companies do exactly what they promised, but you did. Thank you.”*

*The company continues to use the tools and disciplines installed and remains a valued partner to this day.*