

Rapid ramp staffing for scheduling support



Client

Large US-based Healthcare Provider (IDN)

Geographies

Work-at-Home, United States

Challenge

Our partner faced challenges staffing and maintaining adequate levels of call center agents to support scheduling and billing inquiries. For over 9 months, they had operated at less than 50% capacity. When we were first engaged, the average call wait time was over 5 minutes, and call abandonment exceeded 30%.

300%

Headcount Growth
Over the First Two Months

4+

Additional
Therapeutic Categories
for Scheduling

100%

Met all Service Levels
after Two Months

Solution Implemented

Everise leveraged existing Champions that were rolling off from another program to staff the project in one week. As the first set of Champions entered training, our partner tripled the size of the Everise team.

Outcome

Within 4 weeks of the project starting, Everise was able to staff a production-ready team. After 2 months, all primary call metrics (call wait, abandonment, etc.) had moved back to within acceptable service levels. In addition, due to our service delivery, the Everise team picked up 4 additional therapeutic categories to manage.