

Rapid staffing up to meet a steep licensed telesales ramp plan



Kickoff
May 21

Recruiting
June 21

Wave-0 Training
July 5-12

We tested a rapid training format on a selection of trainers to assess its effectiveness

Wave-1 Training
Aug 29

Having proved the effectiveness of rapid training, Champion training began

Full Production
Oct 15

Client

Major healthcare payer operating in all 50 states, offering multiple product lines

Geographies

Work-at-Home, United States

Challenge

Everise received notice of a new Line of Business (LOB) requiring licensed telesales Champions after our typical training window closed. This was a requirement for several hundred licensed agents to support the client's annual enrollment period.

Solution Implemented

Everise piloted a rapid training program on an existing pool of trainers for gap analysis and knowledge transfer assessment. Once this model was tested and improved, the rapid training program was implemented to meet the needs of the client and the deadline for launch.

Outcome

Despite the compressed timeline, Everise rose to the occasion, delivering licensed agents to the client for their open enrollment without sacrificing call quality and results.