

How We Increased the Likelihood of Perfect Calls by 10%



100%
**Test Groups
Outperformed
the Control Group**

5%–10%
**Overall Improvement
of Test Groups over
Control**

Client

USA Top Tier National Healthcare Payer

Challenge

As a newly established partner, our client's objective was to effectively leverage Systematic Insights' data analysis and process improvement methodologies. These methodologies have already demonstrated their prowess in markedly enhancing various aspects, from the product user experience to the healthcare customer journey. The goal was to bring this proven success to their own operations and further elevate their performance.

Solution Implemented

We introduced two innovative approaches to agent coaching to enhance the likelihood of achieving perfect calls. We rigorously tested each approach and compared the results to a control group. This assessment allowed us to identify the most promising strategies for achieving excellence in call interactions.

Outcome

Our initiative resulted in significant improvements in agent performance in both test groups compared to the control group. In fact, one or both of the test groups consistently outperformed the control group, achieving a 100% success rate in every instance. Additionally, both test groups surpassed the control group's performance in 86% of cases. These improvements ranged from 5% to 10%, highlighting the efficacy of our implemented strategies in elevating agent performance and driving positive outcomes.