TeleTech Technology

LARGE HEALTHCARE ORGANIZATION

CLIENT STORY

INDUSTRY
Healthcare

SOLUTION
Technology

PRODUCTS
Hosted Collaboration Solution/Contact Center as a Service (HCS/CCaaS) with a Unified Communications Solution

Making Electronic Records Implementation History

Implementation of the Affordable Care Act required healthcare organizations to make mandated changes within tight timeframes to avoid hefty fines. Most organizations decided to stagger the move to electronic records across their several clinics, hospitals, and education units over a number of months. However, this large California-based healthcare organization decided to make history by being the first in the United States to bring its 22,000 users across the whole group online on the same day. It was imperative for all clinicians to be well trained in using the new system, and receive the necessary support before implementation to avoid negative impact on patient care. The healthcare organization needed to build a contact center from the ground up to provide support.

eLoyalty was chosen as the partner on this project because of its ability to provide the flexible and agile system needed by the healthcare organization. The organization decided to implement eLoyalty's Hosted Collaboration Soltion/ Contact Center as a Service (HCS/CCaaS) solution powered by Cisco with Cisco Unified Communications including VoIP telephony, Unified Messaging to enable communications and collaboration, and Presence to identify available resources for communications in real time for improved workflow efficiency and external customer responsiveness.

On the first day, contact center agents fielded 900 calls, drastically less than the client's expectation of 800 calls an hour. Agents were able to help callers with their issues quickly, and the average handle time stood at four minutes and 24 seconds. Within 24 hours, it was evident that the contact center was overstaffed, and eLoyalty moved to reduce the number of call center representatives. The adaptable hosted solution powered by Cisco allowed eLoyalty to reduce the number of seats and route calls to a smaller group of agents. The original plan was to start reducing the contact center staff by the fourth week, but the need for extreme cuts was soon apparent, and took place much earlier. The great fluctuation in the number of incoming calls, varying from 400 to 2,500 per week, required a flexible and readily adaptable solution. Today, the contact center receives an average of 1,600 calls every week, requiring no more than 10 agents logged in at any one time to maintain the high customer satisfaction rates and ensuring that healthcare providers are able to get help around the clock.

RESULTS

500-person contact center finalized two weeks after hiring of staff

Solution flexibility accommodates unknown call volume

Adaptable solution allows **staff reduction** from **500 agents to 10**

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