



Improved Call Quality at Leading Healthcare Sales and Account Management Provider

Knowlagent's on-demand agent management software finds the time to train agents for a positive impact on customer loyalty by addressing its two largest factors: Call Quality and First Call Resolution.

Learn how this company was able to spend less and get better with Knowlagent, optimizing frontline performance faster and more affordably than ever before:

Key Initiative

For this sales and account management provider – with 14 service and production centers and more than 7,000 employees including 2,750 production claim processors and 3,250 customer service representatives – how to continuously address performance gaps, business changes and technology enhancements without negatively impacting service levels was an ongoing challenge. The company engaged Knowlagent to help improve its customer loyalty by improving overall agent call quality.

Solution

To address call quality issues and focus the company around customer loyalty, approximately 100 15-20 minute learning breaks were developed by the company's own training staff. Training was designed using a proven call model and was delivered to agent desktops during downtimes in call volume. Specific training was assigned to agents based on individual performance with inputs from the company's quality monitoring systems, performance systems and supervisors. Additional support information was delivered through the software's Questions of the Day and Tips of the Day and agents were provided with a scorecard to help them track their progress in the areas of quality, productivity and average handle time.

Impact

After just one year of using Knowlagent, the company was servicing 1 million new members with 10.7% fewer full-time employees. Average Speed of Answer (ASA) improved by more than 27% overall and there was a 1.5% improvement in quality results. Claim rework improved by 61.3%. The percentage of claims processed within 10 business days improved by 5.1% and the percentage of claims processed in less than 20 business days was reduced by 88.2%. The overall accuracy rate improved by 1% - from 96.2% to 97.1%.

Results at a Glance

- The company was servicing 1 million new members with 10.7% fewer full-time employees after just one year.
- Average Speed of Answer (ASA) improved by more than 27% overall.
- Quality results improved by 1.5%.
- Claim rework improved by 61.3%.
- Overall accuracy rate improved by 1%, to 97.1%.

+1,000,000
new members
-10% fewer FTEs