

# National Healthcare Leader

## Opportunity

This national healthcare leader offers an integrated and coordinated approach to care for its patients, which has enabled it to exceed national quality benchmarks. However, higher call volumes as a result of the organization's growth created a number of challenges in maintaining such lofty quality standards.

The heightened call volumes fueled the need to take inbound patient calls in a centralized manner, yet the organization was using over a dozen spreadsheets to manage its agent workforce. An abundance of manual data entry from phone system reports was required, followed by the use of Erlang C formulas to forecast staffing.

"It was extremely difficult to manage all of the spreadsheets and keep them in sync, causing us to fall short on our forecasts," says the workforce management coordinator at the national healthcare leader. "Wait times increased and our abandonment rate rose. With our growth, forecasting via spreadsheets wasn't optimal."

Effectively evaluating agent performance was another challenge. In particular, the time required for live agent call monitoring was adversely impacting supervisor productivity.

"It was very much hit or miss when monitoring agents," the coordinator explains. "If supervisors got side tracked, they missed important parts of the interaction. We needed a more efficient and productive way to review agent-patient calls."

## Solution

"We reached out to other healthcare providers to understand how they addressed the same challenges," states the coordinator. "This drove our thinking that workforce management software would help improve our efficiency."

The healthcare company then engaged a consultant to review its specific requirements, further validating the need for a workforce management solution to efficiently manage its employees against increasing call volumes. After this, the organization researched potential solutions, ultimately selecting Verint® Workforce Optimization™ in addition to Verint Analytics-Driven Quality™.

While providing the organization with robust forecasting and scheduling capabilities, Verint Workforce Optimization also provided much needed call recording, quality management, and performance management functionality to help improve supervisor productivity and effectiveness. Plus, using Verint Analytics-Driven Quality, which integrates speech analytics functionality and out-of-the-box reporting with Verint Quality Management™, the healthcare leader can drive a more formalized, automated approach to quality assurance (QA) that incorporates insights gleaned from the voice of the customer.

# VERINT.

## Customer Success Story



### Solutions

Verint® Analytics-Driven Quality™

Verint Workforce Optimization™:

Verint Call Recording™

Verint Quality Management™

Verint Workforce Management™

Verint Performance Management™



### Industry

Healthcare



### Region

Americas

## Results

- Reduced patient wait times by almost a full minute, an 18% improvement, and lowered abandonment rate by 7%.
- Introduced flex scheduling, which has helped attract a higher-quality workforce.
- Formalized and automated a quality assurance program to better understand and enhance the patient experience, as well as improve supervisor productivity.
- Drove greater accountability across the business, particularly amongst agents.

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– Workforce Management Coordinator, National Healthcare Leader

## Benefits

“Verint Workforce Optimization has literally transformed our organization,” the coordinator says. “We are more efficient and productive, but the real benefit lies squarely with improving our ability to serve patients quickly.”

The old method of tracking and manually entering phone switch data into spreadsheets to forecast staffing resulted in wait times of nearly five minutes, in turn increasing the abandonment rate. With Verint Workforce Management™, part of the Verint Workforce Optimization suite, patient wait times dropped by almost a full minute, an 18 percent improvement, while the abandonment rate fell by seven percent.

“With our manual forecasting process, we had a hard time accurately staffing to meet inbound call volumes,” the coordinator continues. “Patients may not feel well to begin with, so having them wait so long for their calls to be answered only made eventual conversations that much more difficult for agents. With Verint, this is no longer the case.”

The workforce management coordinator was also able to further transform the organization through flex scheduling. Not only do agents now have more control over their work schedules, but the organization’s human resources group has capitalized on this to attract a higher-quality workforce.

With Verint Workforce Optimization enabling 100% call recording and Verint Analytics-Driven Quality providing innovative speech analytics functionality, the organization’s QA has taken on a new image. A formalized QA program is now in place, with automation replacing manual processes, to better understand and enhance the patient experience. Plus, with visibility into performance readily available via the Verint software’s performance management scorecards functionality, the healthcare leader has seen greater accountability across the business, particularly amongst agents.

“Agents can gauge their performance versus peers or collectively as a team,” says the coordinator. “This not only added transparency to our QA process, but it had a behavioral impact on agents as well. We noticed that they began to care more and be more accountable for their actions.”

Next up for the organization is tackling the reasons for repeat callers and reducing overall training time. Here, it is anxious to see what the speech analytics functionality will help it uncover.

“We’re confident we’ll be able to take some calls out of the business, as well as find ways to shorten the time it takes to bring new agents up to speed, while not sacrificing quality,” the coordinator concludes. “The Verint solution truly helps us provide the best healthcare possible to our patients.”

## The Customer Engagement Company™

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