

“Working within a hybrid virtual environment where more than 50 percent of our agents work from home is challenging. With Envision’s multi-site solution, we can quickly and easily identify agent knowledge and skill gaps and consistently coach to improve our performance, helping more of our clients to quit smoking.”

Andrew Roberts, Call Quality Manager

Envision Partners With Free & Clear® To Drive Efficiency And Effectiveness In A Virtual Agent Contact Center Environment

Alere is a nationally recognized leader in the field of tobacco cessation.

Its program is consistently recognized by the American Association of Health Plans’ Managed Care Achievements in Tobacco Control Awards Program and is recognized by the CDC and Robert Wood Johnson Foundation as a model tobacco cessation program. Alere helps its clients improve the health of their populations and control related costs by reducing the prevalence of tobacco use. Alere called Envision in to help solve three key problems:

- **Virtual workforce**—50 percent of our agents work exclusively from home.
- **Length of calls**—A typical intervention call usually lasts an average of 20-30 minutes. The old tape recorder system could only hold two to three calls on a 60-minute tape for an agent. Managing a library of tapes was cumbersome and time consuming.
- **Scalability**—Free & Clear is growing rapidly and needs a solution that grows and expands accordingly.



Results

- Increased number of calls recorded from 510 calls per month to 51,000 calls per month
- Increased the effectiveness of coaching sessions
- Improve agent efficiency and effectiveness

Industry

- Health Services

Product/Solution

- Envision Performance Suite

The results once Envision was in place

- New recording solution increased number of calls recorded from 510 calls per month to 51,000 calls per month.
- Easy-to-use solution increased the effectiveness of coaching sessions because agents could review calls beforehand and actively participate in the process.
- Recorded screen shots allowed supervisors to identify agent knowledge and skill gaps and coach to improve agent efficiency and effectiveness.

Alere uses Envision's easy-to-use, unified solution to coach, develop and improve its agents.

The Alere Coaching Center is the center of the organization's operation, as the essence of its mission is working with participants to eliminate their tobacco habits. It is staffed with 195 agents; 112 of whom work from home. Seventeen supervisors work with the agents in handling hundreds of new enrollments and interventions each day.

Before implementing Envision's solution, Alere used voice-activated tape recorders that were spliced into the phone line to record calls for evaluation. Supervisors had to plan when to record a call, then manually start and stop the recording. If a supervisor was out for a week, the supervisor's team did not get recorded for that week. All evaluations were first recorded on paper. After evaluating a call, supervisors would enter high-level evaluation data into a separate database. From time to time changes were made on the paper evaluation form of skills to be monitored, but the database was not updated with the changes. Also, if an agent requested that a particular call be evaluated, the chances were the call had not been recorded.

With the Envision Performance Suite, Alere can record exponentially more calls than was ever possible with the tape recorder system. Agents can receive feedback on a particular call of their choosing because there's a much greater likelihood that the calls were recorded. The solution records agents' screens, helping supervisors identify knowledge and skills gaps, improving center efficiency and effectiveness.

With the Envision Performance Suite, Alere has a flexible and scalable solution that can meet its needs today and support future growth. By partnering with Envision, Free & Clear has the support it needs to improve agent performance in a distributed environment improving center efficiency and effectiveness in helping thousands of clients improve their health.

envision®

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SUCCESS STORY

Envision—Contact Center Performance Assured.

Envision helps companies better align and integrate the people, processes and technologies within the contact center to drive exceptional customer service. Our belief is that continuous agent improvement helps maximize every contact with customers, which ultimately drives increased contact center and enterprise performance. Envision Centricity is a complete Workforce Optimization suite to aggregate, monitor and analyze data and performance at the agent, contact center and enterprise levels. It is comprised of multiple applications including Envision Workforce Management™ for scheduling, forecasting and staffing, with applications for quality monitoring, identity protection and compliance, and analytics; and the industry-renowned Envision Click2Coach® for fully integrated quality monitoring and management, e-learning, automated coaching, robust analytics and performance management capabilities. Visit www.envisioninc.com, email info@envisioninc.com or call 206.225.0800 ext. 500 for more information.