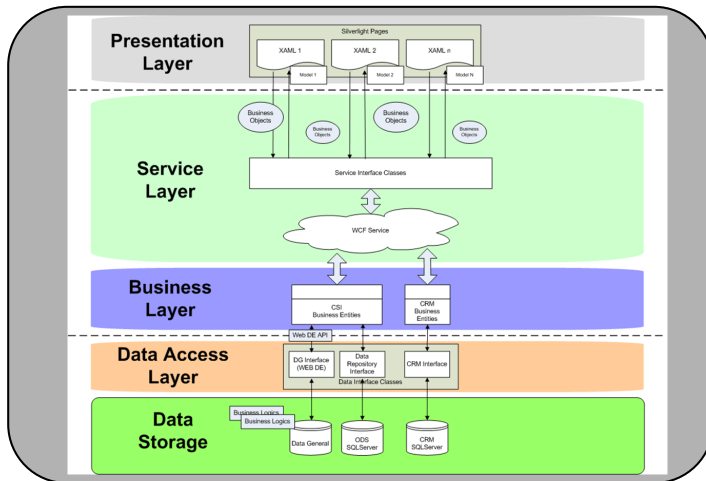


Case Study: Consolidated Desktop—Contact Center



ValueWise designed, developed and deployed a new application which:

- Consolidated several sources of information into a single, intuitive interface,
- Reduced screen navigation from as many as 20 to 4,
- Created the base foundation to migrate to a single claims system,
- Improved member satisfaction,
- Reduced average handle time, and
- Cut training time and time-to-proficiency by 50%.

CHALLENGE

One of the nation's largest independent provider of services for self-funded health plans reached capacity within its customer service centers. With more than 150 CSRs handling 1.5 million calls per year, average handle time (AHT) had grown to 5.5 minutes. The root cause was a network of complex legacy systems (8 systems from 5 vendors) requiring CSRs to utilize as many as 20 screens to obtain needed information. Time-to-proficiency was eight weeks.

SOLUTION

ValueWise worked with the client to design, develop and deploy a new customer service application for managing, tracking and reporting CSR activity. The application provides a lightweight, easy-to-use interface that enables CSRs to answer member questions efficiently and effectively. The solution utilized Microsoft's Silverlight product (see sidebar).

RESULT

The reduction in AHT increased effective call center capacity by 90,000 calls per year. CSR training and time-to-proficiency were halved.



Microsoft's Silverlight product is a powerful development platform for creating rich media and business applications for the Web, desktop, and mobile devices. As a free plug-in, Silverlight is powered by the .NET framework that is compatible across multiple browsers, devices and operating systems to bring a new level of interactivity wherever the Web works. With support for advanced data integration, multithreading, HD video using IIS Smooth Streaming, and built in content protection, Silverlight enables online and offline applications for a broad range of business and consumer scenarios. [Learn more.](#)