



Transparent BPO

SUCCESS STORY

Challenge

A global governance, risk, and compliance company needed an outsourced BPO that could take over data entry, speed up form completions, and improve quality for claims submitted by its more than 500 end-user clients.

A significant problem was inconsistency in the way claims were submitted, making it difficult for agents to gather pertinent information easily, resulting in missing form fields, reduced quality, and fewer forms completed per hour.

Even worse, the process was handled manually and flowed through multiple stages and personnel before reaching the agent to key in the data. The company also lacked a forecasting model to ensure enough agents were available during busy periods.

Service Level Agreement

The client's SLA targeted four main areas:

- Turnaround Time
- Quality Score
- Error Rate
- Production

Other Outcomes

Due to our success, the client decided to run a pilot program with a 30-minute turnaround time SLA and added an inbound voice program to provide 24/7 bilingual support.

Solution

Solving these challenges to meet SLA requirements required multiple solutions:

Real-time Guidance: Due to the variety of claim forms and types of input, we designed a solution to provide real-time guidance and tips to agents regarding less common, more complex claim types.

LMS Questions Queue: The operations team created a questions queue in the knowledge base of our learning management system where team leader and agents could contribute commonly-asked questions and examples to help peers.

Customized Training: We modified the training and nesting process to give agents more experience managing different forms and inputs. We also conducted quality assurance 100% of the time through nesting to provide relevant feedback and catch errors, which resulted in a quality increase.

Quality Scoring Automation: We built a custom tool to automate the quality scoring process, dramatically reducing the amount of time QA staff members needed to compile scores and get analytics.

Workflow Management: We took over most workflow management from the client, resulting in increased efficiency, improved quality, and a higher number of claims processed.

Agent Forecasting: We created a forecasting model based on historical data to increase efficiencies and improve forecasting models.

Pain Points

- 100s of QA form types creating challenges to quality and production
- Manual reporting process took a large amount of QA staff members' time to create
- Lacked forecasting model to predict agent allocation/scheduling requirements

Results

- **243%** increase in forms per hour production
- Quality scores increased by **20.1%**
- Decreased turnaround time by **85.7%** for QA reporting with automation
- Delivered **99.9%** service level on new 30 minute turnaround service within **4** months of launch