

Open Enrollment Case Study

 FORTUNE 500 HEALTHCARE

 CONTACT CENTER STAFFING

Challenge

A **Fortune 500 healthcare company** came to Curately to hire 220 contact center representatives with 70 backups for their open enrollment. They gave Curately 6 weeks to hire reps, get them onboarded and be ready to start for the training class.

Solutions

Curately used advanced AI Technology to quickly and efficiently hire and onboard contact center reps in under two weeks.

1

Utilized our Talent Cloud

We selected 384 reps from our huge database who fit the client's specific criteria.

2

Provided consistent communication

Our software remains in contact with each rep throughout the hiring process. Each completed task triggers the next message.

3

Had extra reps on-hand

We had 90 extra reps ready to start as a backup plan. The client took them all.

Benefits

- Our Talent Cloud holds 200,000 fully-vetted contact center reps.
- No lag time or break in communication. Reps are very confident in the job they have.
- Process is streamlined to reduce hiring costs.
- Our reps are more satisfied which reduces attrition!



Results

50%

Less Attrition

Over the long-term, our reps were less likely to turnover.

0

Surprises

We knew about the 3 reps who would not be starting on day 1, and we were prepared.

14

Days to Full Staff

We hired, vetted and onboarded all the reps our client needed in two weeks — **cut hiring time by over 70%.**

 For more information or to book your demo, contact jsemmler@curatelyai.com