


PAST PERFORMANCE – EVERGREEN HEALTH COOPERATIVE (CONTACT CENTER OPTIMIZATION)

Industry	Industry	
Name of Contracting Activity	Evergreen Health Cooperative	
Contract Number	Contact Center Planning & Management	
Contract Type	Time and Materials	
Total Contract Value	\$322,000.00 Annually	
Project Officer	VP of Customer Care	
Project Description		
<ul style="list-style-type: none"> ▪ CAEI evaluated goals of Evergreen’s Customer Care Center, assisting with definition of attainable goals. ▪ CAEI provided Business Analysts with contact center service and technology skills and experience. ▪ Created End-to-End Call Center and Management Reports. ▪ Developed Quality Assurance program and processes. ▪ Assisted with application of date from wok force scheduling application. ▪ Developed work schedules to be applied periodically to address call volume fluctuations driven by business or other factors. ▪ Created “Open Enrollment” processes to ensure repeatable and scalable solution. ▪ Developed Training Modules to augment existing curriculum. ▪ Enhanced existing Appreciation / Recognition program with time proven best practices. 		
Hardware and Software Technologies Used		
<ul style="list-style-type: none"> ▪ Evergreen uses a hosted Contact Center solution based on Interactive Intelligence Inc. (I3) platform. CAEI used these solutions to collect relevant data. CAEI proprietary applications were used to forecast, predict and validate results. 		
Customer Satisfaction		
<ul style="list-style-type: none"> ▪ CAEI’s expertise enable Evergreen to quickly adjust practice, processes and approach to successfully meet requirements of annual open enrollment and maintain exemplary service levels through the year. As Maryland’s sole, and one of only 24 nationally, insurance co-ops created under a provision of the federal Affordable Care Act it is critical that Evergreen identify and avoid all potential pitfalls. CAEI’s assistance in this effort is almost invaluable. 		