

Industry: **Healthcare**

Company size: **10,000**

Company revenue: **\$31.0B**

## Service Desk Operational Excellence

- Established hybrid model with daytime and remote off-hours agents for **cost-effective support**
  - Allows core desk agents to **sharpen focus on peak inbound calling periods** during normal work hours
  - Optimizes staffing, budget, and service
  - Provides proven resource pool for optional internal hires
- **Password reset** requests reduced to **25% of all calls**
- **80% of all calls** are now close to a **60-second average speed-of-answer**

**\$95,000** in annual cost savings

**First call closure to 80%**

**Decreased** call abandon rate **by 50%**

**Availability rate** of agents increased to **64%**

Talk to Bridgeview today at the number below or request information [here](#).