

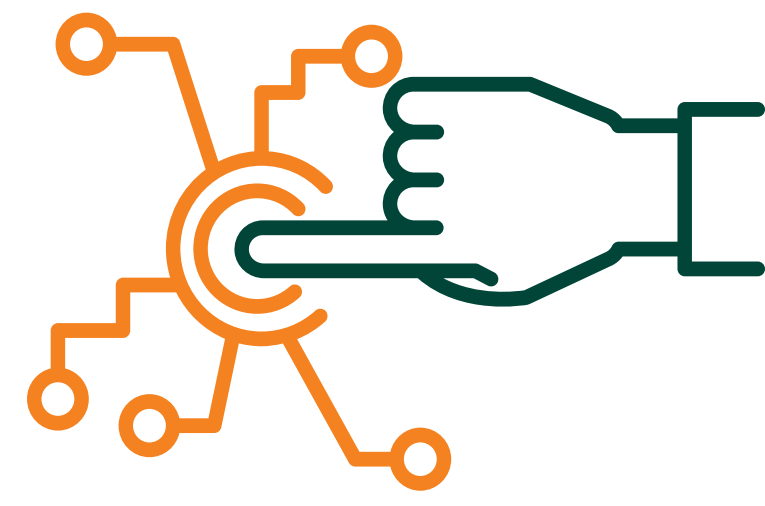
The “human touch” is critical for healthcare insurance contact centers.

Automation can help unlock the empathetic, human experiences customers demand.

First-call resolution of caller issues yields more loyal, **more satisfied customers.**



Only **20% of healthcare calls** are **completed without hold, transfer, or callback.** And, **63% of healthcare calls** require a transfer.



Bad customer experiences damage an organization’s reputation.

Customers with unresolved complaints **tell 10 people**



15% of callers turn to a competitor after an unresolved interaction

Engaged agents are more likely to leave customers feeling satisfied.



Satisfied 30%
Neutral 44%
Dissatisfied 26%

Only **30% healthcare agents** are **satisfied with their job**

“ **Intradiem focuses sincerely on its customers. They care about the front line as much as the bottom line.** ”
- Operations Director, Large Managed Healthcare Organization

Automation is the Cure

Healthcare M&As have left call centers with **disorganized processes and disparate software systems that can lead to chaos.**

That challenge can be overcome with a technology platform capable of:



- Integrating easily with contact center systems
- Real-time processing of all the data they produce
- Taking immediate action based on actual center conditions

“ **We've used Intradiem for years and see benefits to our bottom line and also for our phone agents.** ”
- SVP, Fortune 500 Healthcare Provider

Intradiem provides a unique solution to:

- ✓ Improve agent engagement with dynamic training and coaching
- ✓ Increase productivity by automating manual processes
- ✓ Improve the end-customer experience with well-informed agents



“ **Intradiem is leading the automation revolution, driving efficiencies in call centers.** ”
- WFM Director, Fortune 50 Healthcare Provider

“ **I consider Intradiem a best practice example across technology solutions.** ”
- VP, Service Operations, Fortune 500 Healthcare Provider