

Customer Service Representatives

Client Type:
Health Plan

Project Scope:
Customer Service Support

Duration:
6 Months

Team Size:
5 Full-Time Representatives

Problem

A health plan was struggling to support their overflow calls during annual open enrollment. Due to the seasonality of the issue, this client needed a **team of experts** on a temporary basis to help manage the call volume.

Solution

The customer service support team was a resounding success. Jacobson's professionals were able to fully manage all overflow calls over a six month period. This client has continued to utilize Jacobson's temporary staff solution for **three additional peak periods since** the first team was provided.

Response

After assessing the client's requirements, Jacobson assigned a team of customer service representatives to support this need. All professionals provided had experience with the marketplace and Medicare supplement, as well as **nearly ten-year backgrounds** in health insurance and customer service.

