

Problem

This health plan anticipated seasonal large call volumes after incorporating a new lead generation system. They required a team of licensed Medicare agents, as well as a manager with experience supervising remote workers.

Response

Jacobson provided the health client with 10 full-time Medicare sales agents and a team lead, all of whom were licensed and had health insurance experience. The remote team lead monitored all agents, scheduled call shifts and reported systems issues as needed.

Solution

The expert team was able to support the organization and completed the client's call support project. The company was happy with the results, and immediately began planning for another team to support the next year.

Sales/Marketing

Medicare Sales Agents



Client Type:

Health Insurance Organizations

Project Scope:

Call Overflow Management

Duration:

5 Months

Team Size:

11 Full-Time Agents