



# Top 20 Common Teleservices Problems for Healthcare Clients

Do You Share Concerns About...		Y/N
1	Call center service levels that you need to report to CMS?	
2	Losing customers due to attrition of staff?	
3	Analytics not telling you how your marketing campaign is performing?	
4	Insufficient data to properly plan for unexpected spikes in call volume?	
5	Unable to hire and train fast enough to handle the seasonal spikes in call volume?	
6	Outside sales reps spending most of their time looking for new leads?	
7	Declines in customer satisfaction because quality monitoring does not meet expectations?	
8	CMS secret shopping results?	
9	The inability to maintain a high quality customer experience?	
10	A training process that lacks organization and effectiveness?	
11	Having bandwidth to properly deliver important updates to your membership?	
12	Lack of technical experience to support mission critical functions?	
13	Quality issues that lead to high levels of dissatisfaction and customer churn?	
14	Inability to expand operations due to limited space at the call center?	
15	Handle time skyrocketing, which drives up call center costs?	
16	Having data properly feed into your CRM tool?	
17	Receiving timely and accurate data from the call center?	
18	The wrong message being delivered to the customer, despite the training process?	
19	Poor communication between your current call center vendor and your company?	
20	The call center not aligned with your company culture?	