



# BIOTEL

*Freeing up client training by assuming duties for volume billing, activations, and technical support.*

*Assisting BioTel Regulatory Team with documentation and process improvement.*

## URGENT NEED:

Transition patient interactions to Working Solutions so BioTel can train internal staff.

- As BioTel phases out one of its main products, the LifeWatch Cardiac Monitor, Working Solutions stepped in to handle all program volume. The transition allowed BioTel to train their own internal agents, while still providing consistent care for their current LifeWatch customers.
- Skin irritation is a major issue associated with cardiac monitors. BioTel's internal agents were struggling with these interactions, struggling with performance issues, and incorrectly handling LifeWatch patient interactions. Their team needed support to get the situation under control.

## SOLUTION DEPLOYED

Staff support, training, performance improvement, and transition plan.

- Implemented agent plan for education, inspection, individual feedback, and motivation.
- Seamlessly transitioned current volume of interactions to Working Solutions agents.
- Worked to ensure a quick turnaround of errors.

## EXCEEDING CLIENT EXPECTATIONS:

- Corrected issues and positively impacted the percentage of errors on this call type.
- Surpassed communication, performance, and response rates needs.
- Training completed and transition in process.
- Delighted the client with successfully reducing skin irritation errors.

*“The WSOL team has truly been a partner in providing our patients/practices quality and reliable support. With the support of the WSOL team, we have been able to meet the expected levels for KPIs consistently. The collaboration, adaptability, and responsiveness have all been key factors to ensure that our needs as a client are met, while also ensuring the needs of our patients/practices have been met.”*

**- Jeff Hager, Director Patient Services**

*“Working Solutions met the challenge of incorporating a new line of business with BioTel head on. We thought outside of the box to implement new strategies, ensuring the shift would be as close to flawless as possible, as BioTel no longer had internal agents taking LifeWatch calls. We developed a plan to guarantee the continuity of both lines of business, while transitioning patients as the LifeWatch life cycle gradually ends.*

*Skin irritation case errors have decreased considerably. While BioTel’s regulatory team audited our agents frequently, we showed a considerable decrease in skin irritation care errors and have been able to keep those rates low. The BioTel team has conveyed their gratitude in our urgency and success, and we continue to show consistency in our support of error reduction.”*

**- Rory Slaughter, Program Success Manager**



### MATCHLESS CLIENT SERVICE

We provide comprehensive and seamless client services and solutions.



### UNPARALLELED CUSTOMER SUPPORT

Our teams are your teams, and we honor that privilege of trust. Our unrivaled level of service makes all the difference.



### WORLD-CLASS COMMUNICATION

We go above and beyond with every unexpected event and reach through the lines to ensure clarity and effectiveness.

## ABOUT US

With 25 years of success, Working Solutions is a recognized leader in on-demand contact center solutions. Our scalable workforce of sales, customer service and tech experts ensures nonstop, flexible and responsive service.

## CONTACT

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