# Alleviate the Pain of Hold Times in Insurance Follow-Up

LIVEVOX

A big challenge for the revenue cycle BPO handling insurance case resolutions is that the hold queue to reach an insurance company representative can stretch from 10 to 20 minutes or even more. So the agent spends a large portion of each call just waiting on hold for the insurance company representative. The result is terribly low productivity. It limits the number of valuable cases that are resolved in a day.

Introducing HQM

LiveVox Hold Queue Monitoring breaks through this gridlock by automating the hold process. It uses cloud-network technology and a different agent staffing model to radically improve the productivity and value of insurance follow-up work.
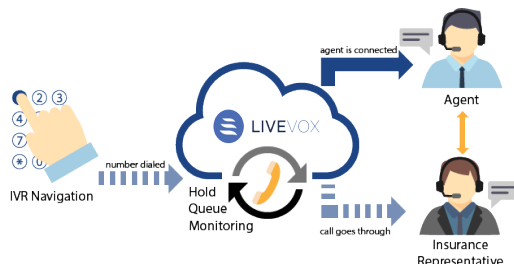

Comparing Agent Performance:

Two large agencies moved agents to HQM operation. This chart contrasts total handle time needed Before HQM (blue) and then Using HQM (orange). Shorter bars show shorter time.

HQM reduces this unproductive time and hence improves agent capacity to reach and resolve cases. Total time duration was reduced by as much as 39% (average was 34%).

Hold Queue Monitoring significantly reduces Agent Time to handle cases
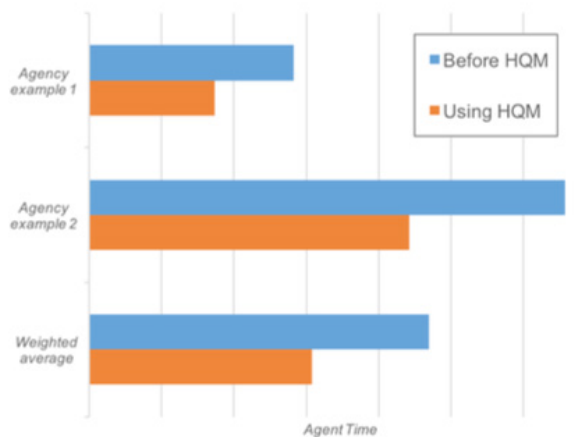
About LiveVox

LiveVox is a leading provider of enterprise cloud contact center solutions, managing more than 6 billion interactions a year across a multichannel environment. With over 15 years of pure cloud expertise, we empower contact center leaders to drive effective engagement strategies on the consumer's channel of choice. Our leading-edge risk mitigation and security capabilities help clients quickly adapt to a changing business environment. With new features released quarterly, LiveVox remains at the forefront of cloud contact center innovation. Supported by over 450 employees and rapidly growing, we are headquartered in San Francisco with offices in Atlanta, Bangalore, and Colombia. To learn more, visit LiveVox.com or email us at info@livevox.com

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