

# Service Center & MSU – OE8 Summary

## Inbound Call Volumes: Calls Answered

November: 31,724 (MSU – 4,266, SC - 27,458)

December: 45,637 (MSU – 5,966, SC - 39,671)

January (Jan 1- 15): 17,678 (MSU – 2,611, SC - 15,067)

## Total Calls Answered from November 1 – January 15:

OE8: 95,039

OE7: 105,211

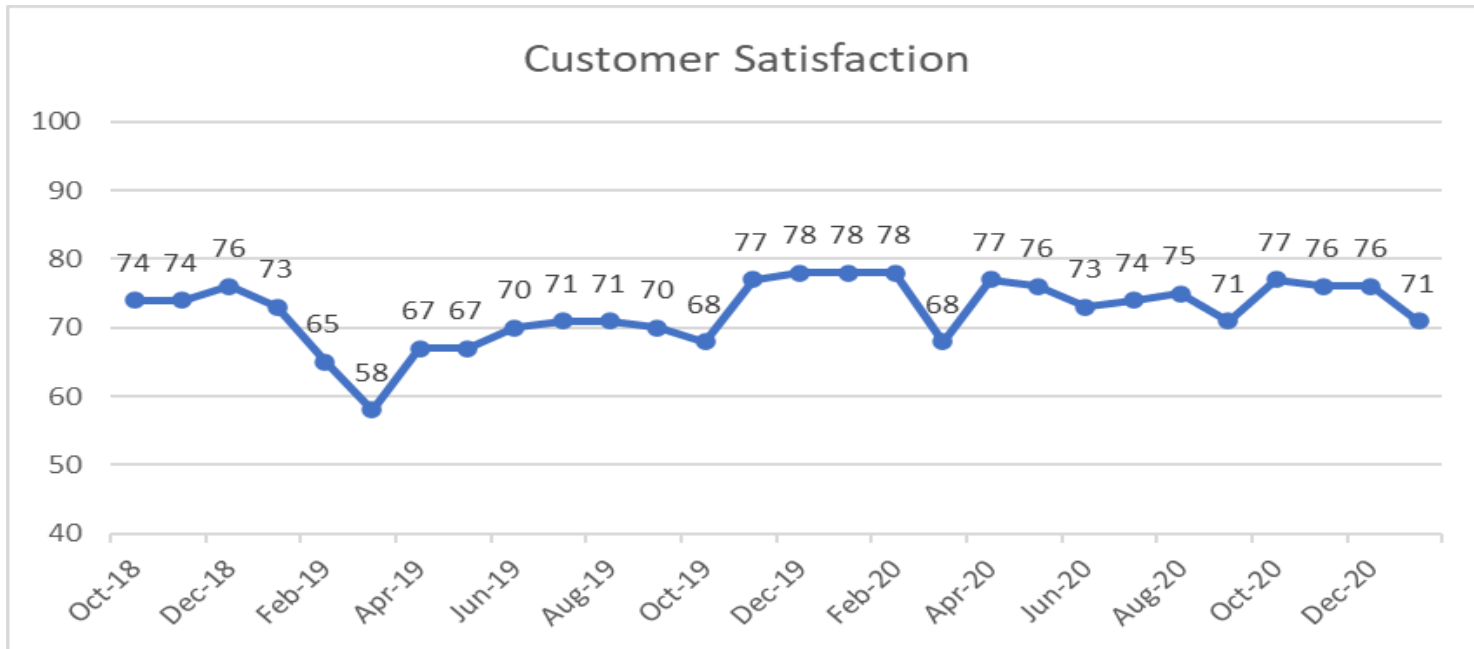
## Service Level:

November: 66.27% (MSU – 75%, SC - 65%)

December: 77.51% (MSU – 71%, SC - 79%)

January: 95.41% (MSU – 88%, SC - 97%)

# Service Center & MSU – OE8 Summary



How would you rate your overall experience with the Connect for Health Colorado Service Center?

# COVID RESULTS CALL CENTER

We were asked to stand up a call center to make outbounds to provide Covid testing results. We were given 3 weeks.

- Recruited 150 reps and 12 supervisors for weekday and weekend work
- Implemented an IVR and CRM
- Developed training and trained 162 people in 4 days
  
- Initial ask was to make 1500 outbounds per day
- Gradually we got to 5000+ outbounds per day
  
- Overall Stats from November 17 – Feb 2
  - Total Outbounds Made – 305,000
  - Total Inbounds Answered – 50,000