

Teladoc Case Study

Prescription for a Healthy Contact Center



Teladoc, the leading provider of telehealth services, was having trouble with their new in-house contact center solution. They replaced their solution with Five9, resulting in a flawless implementation and impeccable performance.



Company Profile

Teladoc, is a telehealth company which uses telephone and videoconferencing technology to provide on-demand remote medical care via mobile devices, the internet, video and phone.

Industry

Healthcare

Website

www.teladoc.com

Challenges

- Needed more reliable in-house contact center
- Platform was difficult to navigate resulting in higher agent handling times
- Lacked administrator features and capabilities
- Unstable system resulted in poor uptime
- Outages resulted in complaints and low customer satisfaction scores

Five9 Solutions

- Five9 Virtual Contact Center with 260 agents
- Digital Channels (chat, text, social media)
- Five9 Premium Support
- Technical Account Manager
- Five9 Workforce Management
- Five9 Quality Management
- Five9 API

Company Background

It's midnight and your one-year-old daughter is crying from an earache. Ten years ago you would have had to wait until the morning to get an appointment with your family doctor. Today thanks to Teladoc you can now call anytime 24 hours a day, 7 days a week through a virtual visit with a board-certified licensed physician.

Founded in 2002, Teladoc, Inc., the leading provider of telehealth services, has been bringing virtual care visits into the mainstream of today's health care ecosystem. More than 17.5 million members can now use phone, mobile devices and secure online video to connect within minutes to Teladoc's network of more than 3,100 board-certified, state-licensed physicians and behavioral health specialists. To do that they have a Lewisville, Texas-based service center staffed by 400 employees which includes its contact center.

Moving the Contact Center In-House

Teladoc operates their contact center 24 hours a day, 7 days a week and handles about 3,000 to 4,000 calls a day. Teladoc completes an average of 4,000 virtual doctor visits per day by phone and video. About 50% of their visits are inbound calls to the contact center. For the first 5 years Teladoc's contact center was outsourced but unfortunately the vendor experienced high turnover rate. Teladoc decided to move their contact center in-house. The in-house contact center went live on June 1, 2015 and Teladoc added a second center in 2016.

Unfortunately, moving the contact center in-house was not easy. During the first year with this new solution Teladoc experienced problems with outages, inconsistency, instability, unreliability, and lack of support from their vendor. They also had two major outages which resulted in customer complaints and lower customer satisfaction scores.

Looking for a New Provider

At this point Teladoc knew they needed a new contact center solution. This is when Gary Britton, Vice President of Operations, recommended Teladoc consider Five9. Britton had prior experience with the implementation, reliability, full administrator and functionality of Five9 with a prior company. Teladoc reached out to Five9 and asked them if they could do a quick rollout before Teladoc's busy season started. "We chose Five9 because it's reliable, it could be deployed quickly, had a flexible API which could integrate with our custom CRM and also integrated with other systems we used," said Britton.

Rapid, Flawless Implementation

One of the most significant differentiators Five9 provided for Teladoc was implementation. "We originally planned on 6 months for the implementation but it only took 45 days. This was because we had a great project manager, engineers, implementation team, and we were really impressed because Five9 sent a team onsite. Our previous vendor did everything over the phone and never came onsite. Five9 worked with us as part of our team and was committed to make sure we were successful," explained Britton.

"I've been in this business a long time. It was a rapid, flawless implementation and performance has been

Benefits

- Rapid deployment - 45 days instead of planned 6 months
- Increased uptime of 99%
- Improved customer satisfaction ratings of 97%
- Gained efficiencies 30% increase in call volume year-over-year with 20% less staff needed
- Sustained service levels at 85-90%
- Ability to scale up and down anytime depending on need

“The rollout was planned for 6 months but only took 45 days. It was a rapid, flawless implementation and performance has been impeccable. I highly recommend Five9.”

Gary Britton
Vice-President, Operations

Get More Information

Call 800.553.8159 or visit
www.Five9.com

impeccable. We turned the old switch off 1 day and turned the switch on for Five9 the next day. The support from everyone throughout the process has been great and that support has continued as we expand our services.” shared Britton.

The Five9 Difference

Teladoc currently leverages Five9 Virtual Contact Center with features including chat, text, and call recording, Five9 Interactive Voice Response (IVR) and Automatic Call Distribution (ACD) solutions, and Five9 APIs which integrates with Teladoc’s custom CRM for CTI, and Five9 Premium Support and a Technical Account Manager.

“The benefits we’ve seen with Five9 have been impressive,” said Britton. “We’ve seen increased uptime, improved customer satisfaction ratings, no major outages, gained efficiencies, sustained service levels and the ability to scale up and down anytime depending on the business need.”

Teladoc has also transitioned to an omnichannel environment. “We’ve started providing different channels for our members including chat, email and web so we can communicate the ways they prefer,” shared Britton.

“Five9 has provided us with professional services, programming, and specialized tools developed for us, which has helped us grow as a company and provided better services for our clients and customers,” explained Britton.

Partnering for Continued Success

Another reason Teladoc has been pleased with the Five9 solution is the powerful integrations which Five9 offers. Teladoc currently has Five9 Workforce Management and Quality Management. In addition, they have a new contact center in Arizona where they will be using the Five9 Adaptor for Salesforce for the inside sales team.

“Because Five9 has relationships with important partners and integrate with their systems, it makes it much easier to bring these key elements of our contact center up,” explained Britton. “In addition, we have a homegrown database at Teladoc, so we leveraged the Five9 API to provide screen pops from our admin platform so the agents know which member is calling.”

Next Steps

“Five9 understands our company and where the market is going, which helps us navigate social media, mobile technology and web. With what Five9 has to offer and analytics, we’ll be able to expand our offerings easier through multiple channels,” expanded Britton.

What’s next for Teladoc? In January 2017, Teladoc set an industry record by surpassing the 2 million telehealth visit milestone. And with strong growth comes the need for more infrastructure. “We’ve opened a second center in Phoenix, Arizona and Five9 gives us the ability to scale flawlessly. As we grow, Five9 is there to help us be successful,” concluded Britton.

