

Case Study

**NextCare
decreases
patient call times
with Upland
Panviva**



INDUSTRY
Healthcare

COMPANY

NextCare Urgent Care
Mesa, AZ
nextcare.com

As one of the nation's largest providers of urgent care and occupational medical services, NextCare strives to ensure patients and their families will experience the highest level of care. NextCare operates 138 clinics in more than ten states and is actively expanding in new and existing markets.



NextCare used Upland Software's Panviva to decrease call times and increase accuracy. Average call handling times have fallen by an average of 15 seconds, while rates of first-call resolution have substantially increased.



How do you manage 5,000 patient calls per day?

An old knowledge system held agents back.

The call center was the face of NextCare's actively expanding clinic network, but customer care agents relied on an old, cumbersome knowledge base. Scrolling through it took ages, driving call handle time up and quality down. Patients endured long wait times, only to speak with agents who couldn't always resolve the issue on the first call. To speed things up, agents memorized answers and used unreliable memory cues, raising the potential for errors and misinformation.

Panviva removed the guesswork and increased efficiency.

Since implementing Panviva, NextCare has increased agent productivity, accuracy, and speed. Call handling times are down, even as more patients get the information they need during their first call. Behind the scenes, it's faster and easier to train new reps, create content, and push system updates.

"Our reps love it. They absolutely love it. When we first rolled it out, it was the one thing they said: 'We love this. We can't wait to use it.' We rolled it out one group at a time and every other group was asking, 'When do we get it?'"

– Stephanie Swinbourne
Director, Customer Service Center

Patients quickly get the information they need the first time using Panviva.

Panviva is a solution for customers and patients.

Given the expansive growth in the NextCare network, the situation in the call center was becoming unmanageable. NextCare began a knowledge system investigation that lead them to Panviva.

"When we looked at Panviva it was all that we were looking for. Panviva is an all-encompassing fix for all of our customers and patients," says Stephanie Swinbourne, Director of the Customer Service Center.

With Panviva, patients get better service in less time.

Instead of trying to memorize ever-changing information, reps can now find up-to-date answers in Panviva. And

keeping the system updated is simple. Manny Reyes, Lead Customer Service Center Rep, calls the content authoring function "magnificent."

The resulting shorter call times mean other patients spend less time on hold. "With 5,000 patients calling in a day, a few seconds can make a big difference," says Swinbourne. Better-informed agents also lead to higher rates of first-call resolution.

And it's not just veteran agents who deliver great service. New-hire training has gone from weeks to days. "It will take a day for the agents to really look at Panviva and get to where they can navigate through it. After about 10-12 calls, it is pretty simple," says Jason Johnson, Customer Service Supervisor. "The feedback from reps is:

'Wow I can't believe this.' 'This works so well.' It is like going from a Model A to a Ferrari."

Panviva still surprises the team with its power. "We are constantly finding opportunities to do different things with the system," says Swinbourne. "We look at each other and say...I wonder if Panviva can do this?" More often than not, we find that it can."

Results for NextCare

**15-second
reduction**

In average call
handling time

increased

Rate of first-call
resolution

decreased

Training times for new
reps

upland
Panviva

For more information visit: <https://uplandsoftware.com/panviva/>

Upland helps global businesses accelerate digital transformation with a powerful cloud software library that provides choice, flexibility, and value. Our growing library of products delivers the "last mile" plug-in processes, reporting, and job specific workflows that major cloud platforms and homegrown systems don't provide. We focus on specific business challenges and support every corner of the organization, operating at scale and delivering quick time to value for our 1,700+ enterprise customers. To learn more, visit www.uplandsoftware.com.