



SHARP®

VP of IT Infrastructure, Teri Moraga, was challenged with a 60% increase in call center call volumes in 120 days, leading to longer wait times and more abandoned calls.

Reduced abandoned call percentage by

8 points

15%

decrease in call center call volume

Use Cases

POPIn for Meetings
POPIn for Improvement

“Please provide Teri with any questions you have regarding the future plans for TAC.”

“Please provide ideas on how to reduce call volume; wait time; or call duration. All ideas welcome.”



"The TAC team has a challenging job and keeping them people engaged and happy is critical."

- Teri Moraga, VP of IT Infrastructure, Sharp Healthcare

Background

Sharp Healthcare VP of IT Infrastructure, Teri Moraga, is the executive sponsor of the 'Modernization of the IT Technical Assistance Center (TAC)' initiative. TAC, **Sharp's IT Help Desk, was dealing with a significant increase in call volumes** – 60% increase over 120 days – leading to longer wait times, more abandoned calls and other customer service issues.

Solution

Having already leveraged POPin to establish a vision and build trust with the team, Teri knew the time was right to engage the team in solving the operational issues. With POPin, she asked the team for ideas on how to:

- Reduce, eliminate, or re-direct calls
- Reduce wait times and abandoned calls

The team actively participated, posting their ideas and even challenging each other. Teri gained insights into what the whole team agreed were the best actions. In some cases, the top ideas were ones that Teri hadn't considered but she now knew needed to be prioritized. As she developed the action plan, she clearly **drew connections for the team to the input they provided, facilitating buy-in of the changes**. Per Teri, "if you're going to make a change and your team doesn't support it, it's not going to happen."

Teri and the team are actively rolling out changes to reduce call center volumes and improve customer service.

These changes include **partnering with other IT teams to anticipate call volume spikes, identifying opportunities for caller self-help, and routing calls to the agents best positioned to quickly resolve or triage complex technical issues**.

Result

While some changes have only been in place for a short time, Teri is already seeing vast improvements in call center service delivery. She **estimates a decrease in call volume of 15%, reduced abandoned calls by 8 points, and reduced wait time for customers by more than a minute and a half**. Teri states, "The TAC team has a challenging job and keeping them people engaged and happy is critical." With POPin they now have clear voice in what will make their job easier and work life more satisfying and less frustrating.