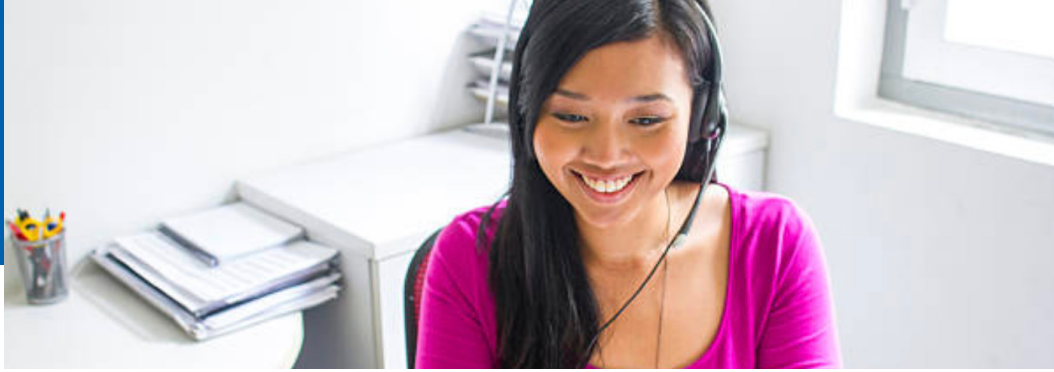




The Intelligent Cloud Contact Center

Empowering Workforce Flexibility with Five9



athenahealth, Inc. partners with healthcare organizations across the care continuum to drive clinical and financial results. athenahealth builds modern technology on an open, connected ecosystem to yield insights that make a difference for customers and patients. In 2019, athenahealth and Virence Health formed to become the new athenahealth, Inc. athenahealth's goal is to create a healthcare ecosystem that allows patients to move between providers with a single set of healthcare records.

"When we have to train someone on how to use Five9, the process is very, very easy. It literally takes them 30 minutes to be up and running."

Paul Bissonnette, Manager, Customer Care Workforce Management, **athenahealth, Inc.**

Combining insights from a network of more than 160,000 providers and 110 million patients, the organization runs an inbound contact center that is staffed by 100+ agents in its Belfast, Maine location with additional agents located in Manila, Philippines. Agents field around 4,000 calls per day from medical personnel and billing departments. Inquiries that cannot be solved easily over the phone are turned into cases that are routed to experts. The goal is to resolve issues within 24 hours.

Moving to the Cloud

A few years ago, athenahealth was in the process of expanding its business to a site in the Philippines but was experiencing CRM connection issues with its existing on premises solution. Hesitant to implement the existing on premises solution, the company started exploring a cloud solution. After a trial, athenahealth replaced its on premises solution with the Five9 Intelligent Cloud Contact Center.

"Five9 is far easier than what we had before," said Paul Bissonnette, Manager, Customer Care Workforce Management, athenahealth, Inc. "Before we had to maintain a ton of equipment, which we no longer have since moving to the cloud. We also no longer have to deal with phone and hardware issues."

Fast and Easy Agent Training

"Our transition and implementation with Five9 was seamless," added Bissonnette. "When we have to train someone on how to use Five9, the process is very, very easy. It literally takes them 30 minutes to be up and running." Most contact center agents have been trained via teleconference sessions. When the organization acquired another company, it was able to train 100 people on Five9 via web chat sessions in less than three weeks.

Agents spend weeks learning complex content when they are hired in the contact center, but the actual training on how to interact with customers requires less than an hour. "We can train an agent on how to take a phone call in about 30 to 60 minutes, which is a reduction of at least 50 if not 75% to what we were seeing before," said Bissonnette.



athenahealth Case Study

Company Profile

athenahealth, Inc. partners with healthcare organizations across the care continuum to drive clinical and financial results. athenahealth's goal is to create a healthcare ecosystem that allows patients to move between providers with a single set of healthcare records.

Industry

Healthcare and Technology

Website

athenahealth.com

Challenges

- Workforce flexibility limited with on premises hardware
- Cumbersome training
- Reliability issues
- Lack of integrations

Solutions

- IVR
- ACD – Intelligent Routing
- Outbound – Preview Dialer
- Workforce Management
- Quality Management
- Adapter for Salesforce CRM
- Technical Account Manager

Benefits

- Moving to the cloud enables remote workforce
- Minimal training needed
- Integrates with multiple systems
- Reliable, high quality calls regardless of location

"With Five9 our agents can work from home very easily. It's been very successful and we've seen productivity stay at levels like what we see in the office if not increase or get better."

Paul Bissonnette, Manager, Customer Care Workforce Management, **athenahealth, Inc.**

Bissonnette also pointed out that by using one platform across all geographies, athenahealth is able to easily roll out changes across the entire contact center system.

Workforce Management in One Platform

athenahealth uses Five9 Workforce Management and Five9 Quality Management for all of its WFM, scheduling, and QM needs. "One thing that's really helped with Five9 is the amount of information that is at our fingertips. We do all our scheduling in Five9, and can address attendance issues, contact volume, things like that," said Bissonnette. "Five9 has been superior to what we've had in the past."

"We get snow in Maine a good portion of the year and Five9 makes it very easy for our agents to work from home," added Bissonnette.

With Five9, athenahealth has found that remote agents are more productive from home and they value the platform's reliability and sound quality. Five9 also provides robust reporting that Bissonnette uses for performance management. "I have a strong team, and I've seen them get stronger. Five9 has certainly helped with that."

A Strong Partnership

Agents can save the day for clients. "There are many stories of agents working with our clients struggling to get insurance claims processed correctly by the payers. Sometimes one tweak that we can identify can make sure thousands of dollars are paid correctly and quickly," shared Bissonnette.

With Five9 athenahealth is able to provide the flexibility agents need with no loss in productivity, therefore greatly improving the engagement and overall job satisfaction for agents. "Customer service at Five9 is great. If I have an issue, I can get my account manager on the phone and via text even if needed. I didn't have that before," said Bissonnette.

"I would recommend Five9. The sound quality is great. Our calls come through, which for a workforce manager like me, that's the bottom line. Agent engagement and enabling people to work remotely is also huge. That's been a win for us," said Bissonnette.

Learn More

For more information visit www.five9.com or call **1-800-553-8159**.



4000 Executive Parkway, Suite 400
San Ramon, CA 94583
925.201.2000

www.five9.com

About Five9

Five9 is an industry-leading provider of cloud contact center solutions, bringing the power of cloud innovation to more than 2,000 customers worldwide and facilitating more than six billion call minutes annually. The Five9 Intelligent Cloud Contact Center provides digital engagement, analytics, workflow automation, workforce optimization, and practical AI to create more human customer experiences, to engage and empower agents, and deliver tangible business results. Designed to be reliable, secure, compliant, and scalable, the Five9 platform helps contact centers increase productivity, be agile, boost revenue, and create customer trust and loyalty.

For more information visit www.five9.com or call **1-800-553-8159**.

Five9 and the Five9 logo are registered trademarks of Five9 and its subsidiaries in the United States and other countries. The names and logos of third party products and companies in this document are the property of their respective owners and may also be trademarks. The product plans, specifications, and descriptions herein are provided for information only and subject to change without notice, and are provided without warranty of any kind, express or implied. Copyright ©2020 Five9, Inc. 30820