The EBB Surge Solution: Managing the Coming Customer Support Wave

Resilience may have been the business buzzword word for 2020, but "Unpredictable" is quickly becoming the one for 2021. The rise in new COVID-19 variants, ongoing stimulus programs, and global socio-political unrest has made rapid adaptability a key competitive edge.

Recently, The federal Emergency Broadband Benefit (EBB) Program was launched, giving eligible American a benefit of up to $50 per month, or up to $75 per month on Tribal lands, on home or wireless internet service. The total stimulus is predicted to inject $3.2 billion into the economy.

Indeed, the surge of customer support requests generated by the EBB can quickly overwhelm your business and your ability to maintain your standards of customer care.

Everise has the technology and rapid talent deployment capability to manage the many unknowns causing such customer experience disruption.

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The Everise Surge Solution

Everise Surge rapidly deploys technology and talent to meet the exponentially growing support demands from vaccine and stimulus payment rollouts.

We're confident in our ability to succeed, because we already are.

Healthcare brands, state governments, travel and financial services have already entrusted us to manage their urgent surge support, under tight deadlines and at scale.

There are 3 critical areas to plan for:

Rapid Staffing:
We can be ready to begin answering vaccine related support request within 14 days If that sounds unlikely, it's because we enjoy a few distinct advantages.

RECRUITING: Our capacity to quickly find and hire qualified agents is legendary in the industry.

TRAINING: The latest collaboration technologies ensure remotely delivered training to homebased agents is as effective as centralized.

STAFFING: A broad client spectrum, many with their own predictable seasonal surges, give us access to highly prepared talent able to smoothly step into diverse support programs when needed.

Everise Surge is:

- **Rapid:** we meet extremely steep ramp windows of between 7 and 14 days.

- **Smart:** conversational AI automates up to 70% of incoming requests.

- **Omnichannel:** we support your members how they want to be supported.

- **Secure:** we comply with the highest data security protocols.

- **Resilient:** our globally dispersed, home-based workforce and cloud-based tech stack mean we can support you in the face of even severe viral, climate or social disruption and save you up to 65%, compared to in-house teams

70% Inbound inquiry automation

DX

DAY 14: Launch Self-Help Conversational IVR Solution

DAY 30: Optimize IVR based on customer data

DAY 1: Identify Need

DAY 2: Propose Solution

Our *exage* Contact technology dynamically routes omnichannel interactions to broadly dispersed home-based Everise agents or AI-powered bots. This boosts efficiency and ensures availability regardless of regional viral, cultural or climactic disturbances.

7-14 Days to hire, train & onboard

CX

DAY 14: Recruit, train and onboard home-based agents

DAY 30: Optimize program

A wave of Covid vaccine and stimulus support requests is building on the horizon right now. The need to prepare is urgent. Everise is your ideal surge CX partner.

Contact us today to get our partnership started.
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