

# Covid Surge Solutions for Government: Managing the Public Sector's Growing Vaccine Support Wave

The long-awaited Covid-19 vaccines seemed to bode well for the earliest days of 2021. But like so many other events of this year, the reality soon proved...complicated.

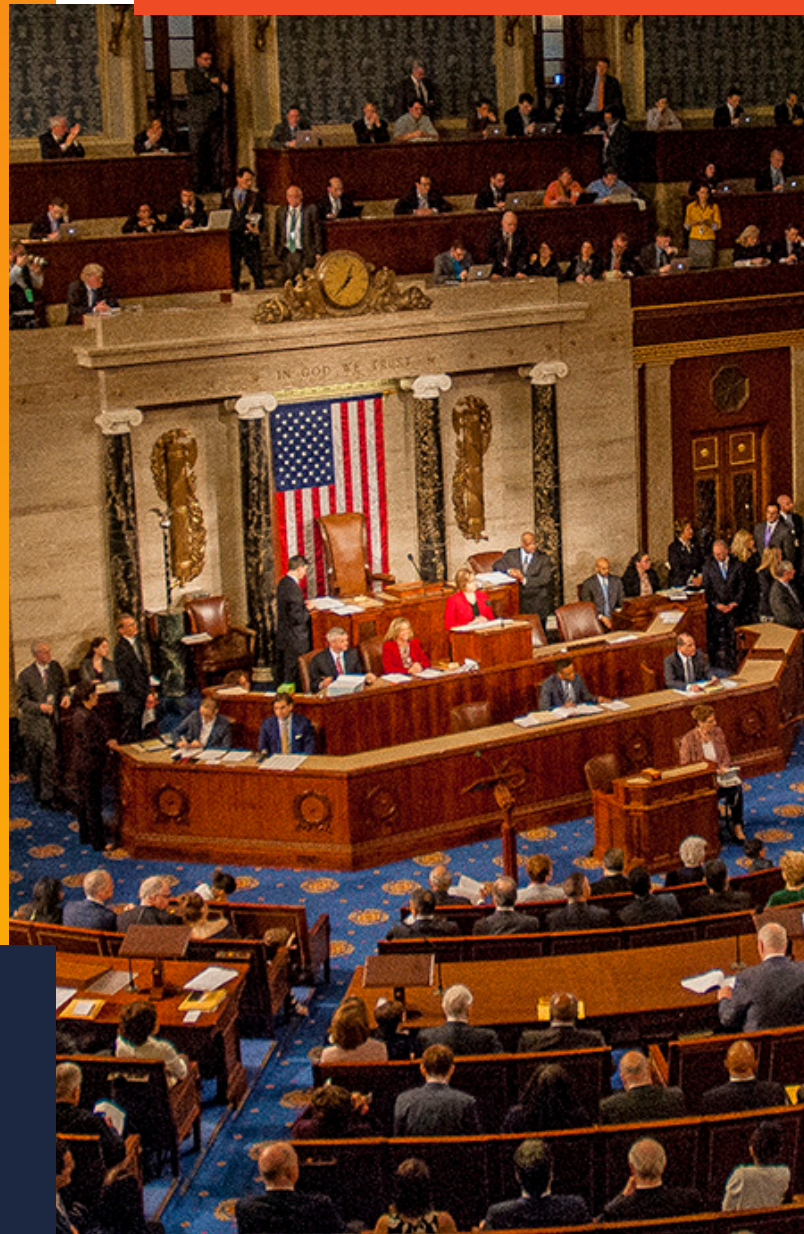
Indeed, the surge of support requests generated by concerns and questions about the vaccine are quickly overwhelming public sector resources just as Covid itself overwhelmed many states' healthcare systems.

This is proving not only inconvenient to those with vaccine-related inquiries, but all those seeking support from vital government agencies.

Everise is a next generation customer experience outsourcing firm with the technology, rapid talent deployment and certifications needed to quickly and economically manage surging support volume for public sector clients.

*Public sector responsiveness to the pandemic is being framed as a referendum on the effectiveness of whole administrations.*

*Everise can help.*



## 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 and financial services have already entrusted us to manage their urgent surge support, under tight deadlines and at scale.



### 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 patients 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



**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



**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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