



Onboarding time slashed from three months to two weeks with livepro



↓  
33%  
Transfer decrease

🕒  
10 minute  
Wrap-up time decrease

## The Challenge

As Australia's leading medical defence organization and medical indemnity insurance provider, Avant Mutual has no room for error when members call their Member Services line. Contact centre staff must be able to provide answers that are 100% correct and fully consistent. However, the business did not have a centralized knowledge base that staff could draw on, so they would often have to consult colleagues - or even start a group discussion - to make sure they had the right answer. This led to extremely long average handling times (AHT), and training new starters was very difficult.

livepro met all of Avant's needs, and more. Not only did livepro enable the medical defence organization to consolidate its information into a single knowledge base, the 'Compass' feature also makes it easy for operators to find precisely what they need. This simple yet dynamic question and answer tool cuts through complexity and guides staff to outcomes based on each individual customer's situation.

## The Objective

To continue delivering the best possible service to health practitioners and medical students, Avant knew that it needed a new approach to knowledge management. The organization wanted to empower contact centre staff with the tools to deliver accurate, consistent answers quickly and confidently - so it began looking for a solution that could:

- Centralise information into a single, up-to-date source of truth
- Accelerate onboarding and cut time to competency for new hires
- Eliminate 'ask your neighbour' culture - instead, enable staff to self-service

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Almost immediately, new starters using livepro performed significantly better than existing staff using our old system.

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Andrea Pepper-Edwards  
Change Specialist



↓  
**33%**  
Transfer  
decrease

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**10 minute**  
Wrap-up time  
decrease

## → **The Outcome**

Avant decided that livepro was the answer to all their problems, as it met all of their needs and more!

Not only did livepro allow Avant to consolidate its information into a centralised knowledge base, the 'Compass' feature also now makes it easy for staff to find precisely what they need. The simple yet dynamic 'question and answer' tool cuts through complexity and guides staff to outcomes based on each individual member's situation.

livepro was initially piloted with a small team, but the hype travelled fast and it wasn't long before all Member Services staff were asking to use it. Now everyone can quickly find the correct answers, without having to liaise with their colleagues.

With livepro in place, Avant is seeing major performance improvements:

- AHT is down 20%
- Customer satisfaction is up 5%
- Employee satisfaction is up 13%
- First contact resolution (FCR) has increased from 50% to 67%
- Unhappy member retention has increased from 40% to 70%
- Transfers have dropped by 33%
- Wrap-up time is down from 17 minutes to 7 minutes

What's more, livepro has completely transformed the new employee induction process. The solution is so easy to use that staff can deliver outstanding service with minimal training:

- Onboarding now takes just 2 weeks, down from 3 months
- Speed to competency has been cut from 12 months to less than 1 month

Avant's contact Member Services teams are now better positioned than ever to serve its doctor and medical student members. Every employee, whether they are experienced or brand new, has the tools to handle enquires quickly and accurately.



### **About livepro**

For over 20 years livepro has been the leading provider of premium knowledge management to award-winning customer service centers. Organizations from every major industry all over the world trust livepro to help them improve customer experience, reduce costs, engage employees, ensure compliance and offer management insights. At livepro, we pride ourselves on having the system that is the easiest to use, easiest to manage and a team that is the easiest to work with - always.