

Solstice Benefits

CASE STUDY

Dental insurance company simplifies system and gains greater business value with Ooma Enterprise.



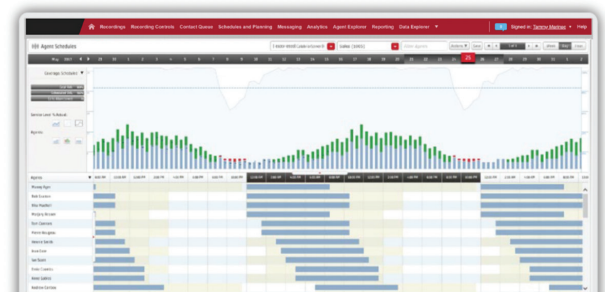
The Challenge

Solstice Benefits, a dental insurance company, is highly customer service oriented, yet its management team wanted to “do more with less” while maintaining extraordinary customer communications. It had been using ATT Connect, and found that ATT could not deliver the high-touch customer service they required or the workforce management tools needed to enhance call center productivity and workforce optimization.

Solstice Benefits needed a more feature-rich, portable, and mobile solution to enable its outbound / inbound call center agents that are working from home. This team maintains strong customer relationships, keeping attrition low, while also soliciting new sales opportunities every day.

The Solution

The Ooma Enterprise team conducted multiple consultative sessions to design and implement a complete UCaaS and Call Center system that delivers both the agility and portability required. Numerous, tailor-designed call flows were created to keep their customers happy while increasing agent productivity and management visibility for agent staffing and optimization.



Key benefits include:

- Click-to-call from any device of choice.
- Call queuing, call-back, and queue stats for detailed call center analytics and insights.
- Workforce management and quality assurance – Ooma’s open APIs enable integration into popular workforce optimization (WFO) applications. Insurance companies are able to efficiently optimize staffing during peak call times to manage their call flows better.

Ooma Enterprise can also be integrated into:

- CRM and office productivity systems like Salesforce, Office365 and Microsoft Dynamics
- Customized SaaS solutions developed by insurance franchise home offices

Ooma Enterprise



Collaborate. Share. Connect.

Video meetings, softphones, desk phones, and mobile apps. Each endpoint is customized to fit the needs of all your users.



Customizable. Flexible. Scalable.

Forget about being force fed cookie-cutter solutions. We’ll do tailored integrations that perfectly fit your business.



Network Security. Redundancy. Reliability.

Our network provides unparalleled voice quality which connects your users across the shortest distances between 7 global POPs.