EQUINOX
AGENTS

WebPT™

CASE STUDY

Top Notch Chat Support
In Just 6 Weeks

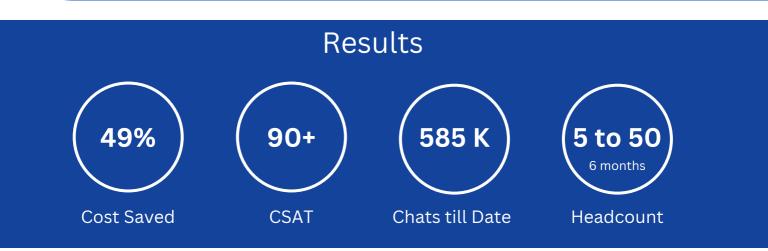| 201-500	>$80.5M	2005	Arizona
Employees	Revenue	Founded	Location

✚ Challenge

WebPT is a rehab therapy software platform that focuses on enhancing patient care. To maintain top-notch service for our members, we needed to outsource our chat support due to a fully occupied internal team. We faced the challenge of finding a stable and scalable solution that met our volume and compliance needs for PHI.

Solution 💡

After a rigorous 14-month evaluation process, WebPT selected Equinox Agents.

We requested Equinox Agents to get 5 agents online as quickly as possible. Within 6 weeks they was able to hire agents, train them fully on WebPT from scratch, and get them ready to handle live chats. Not only that, Equinox Agents setup a world class quality assurance process to ensure high quality service.

Results

49%	90+	585 K	5 to 50 (6 months)
Cost Saved	CSAT	Chats till Date	Headcount

✅ Outcome

Equinox Agents was able to meet the Customer Satisfaction target of 92% on 2500 chats in the first month.

From the first month of going live, the team was able to manage 3500 chats with a Customer Satisfaction score of 93%. Resolutions were being rapidly shared with a human touch on every conversation. Equinox Agents also helped WebPT save over 20% within the first 3 months of operations.

Equinox Agents took over chats and tickets, exceeding expectations for customer satisfaction in a year. Leadership explored other departments to use Equinox, and in two years, Equinox team members joined onboarding, billing, and back-office teams.

Within the first quarter of working with Equinox, we were able to:

Meet savings targets set by our Board

Reduce employee churn internally

Have peace of mind during monthly spikes

❝ MASSIVE shout out to the WebPT East team! They always amaze with their dedication and innovation. Just yesterday they made this awesome Google Site for all our WebPT needs. Now you can bookmark one thing instead of a whole ton. Just an example of a true collaboration. Can't wait to keep growing thanks to them."

Stacey Kulm
Director of Member Care - WebPT

Try our Proactive Chat Support at No Risk, contact our Co-Founder Piyush Parikh at

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