



Searching for an Insurance Call Center Partner who can transparently uphold your brand promise, and seamlessly deliver your brand experience?

Ask These 13 Questions First.

Question	Covenir	Provider B	Provider C
1. How much insurance experience do the call center's representatives have?	<p>Our team members have an average of 3+ years of experience with some having more than 15 years of experience.</p> <p>We can help with all aspects of the policyholder and agent experience in both personal and commercial lines.</p>		
2. Do representatives work for any sector other than insurance?	<p>We are 100% focused on insurance.</p>		



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3. What communication channels does the call center support?	We provide omnichannel support through phone, email, text and chat.		
4. What languages are supported?	We have multilingual agents and have the ability to support calls in 170+ languages.		
5. Can I tell the difference between my outsourced call center and my inhouse call center?	Our process mirrors the internal process of each specific carrier. Our carrier and MGA customers cannot tell the difference between our team and their own inhouse team.		
6. Will representatives provide quick resolution?	We strive for first-call resolution and we achieve that goal 98.5% of the time. Our average time to resolution is 5 minutes for general inquiry/billing calls and 10 minutes for FNOL.		
7. Will you have a team dedicated to my account?	We offer dedicated team and shared team models to meet your specific needs.		



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8. Will my account team be trained on our brand, culture and script?	Yes! This is one of our key differentiators. We are highly focused on representing your brand.		
9. How much staff turnover occurs?	Covenir has very little turnover. The average tenure of our team is 2.5 years.		
10. How are representatives monitored and what quality control mechanisms are in place?	We have a comprehensive quality control program that we will share with you. We are also transparent in our practices and we collaborate with clients to facilitate continual improvement.		
11. Can the call center work within my existing policy administration platform and claims systems?	We are platform agnostic and can work within your existing insurance core system to provide real-time account updates.		

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<p>12. Is it an all or nothing proposition?</p>	<p>Our service packages are completely flexible — providing as much or as little support as you need.</p>		
<p>13. Where are call center team members located?</p>	<p>Our primary Call Center headquarters is in Massachusetts, but we have remote staff located across the United States in varying time zones.</p>		



Imagine the Experience, We Can Deliver.

Covenir is the insurance industry’s premier expert onshore partner. We can support every aspect of your insurance operation. And we go out of our way to deliver optimal policyholder experiences that are fully aligned with your brand promise, and customer expectations — **now and into the future.**

Let Us Earn Your Trust.

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