How Rollover Rep scaled their operation and processed over 150,000 calls with Prestavi

Rollover Rep is a U.S. based call answering service that specializes in partnering with addiction treatment centers.

They help ensure that treatment centers nationwide never miss a phone call from a help-seeker, while also maximizing their ability to see more patients.
Why did Rollover Rep need a better solution?

Rollover Rep was a team of eight people before they discovered Prestavi. The founder, Stefan Howlett, found it nearly impossible to continue to scale their operation and efficiently onboard new agents.

AN OPERATIONAL NIGHTMARE

As agents worked, they relied on documents spread across a dozen or more open tabs on their browser. When a call came in, they had to quickly find the correct document for the facility they answered on behalf of and then attempt to scan it for the information they needed.

Operating like this couldn’t scale and the quality of the service suffered with the lack of established process and without an easy way for the agents to find the information they needed in real-time.

Prestavi is HIPAA compliant
learn more at prestavi.com/legal/hipaa
How has Prestavi changed their business?

Prestavi is at the center of the Rollover Rep operation as they process phone calls 24/7. They can guarantee that their agents always go through the intended process, which helps them both meet their client’s expectations and provide an efficient and seamless experience for the caller.

“Prestavi has dramatically changed the way we operate and helped us solve the challenges that came with scaling our business.”

Stefan Howlett
Founder & CEO at Rollover Rep
How did they setup their account?

FEATURES UTILIZED
- Webhooks
- Conditional Routing
- Autostart Links
- Knowledge Base
- Custom Views
- Forms
- Access Control

CUSTOMIZED WORKFLOWS
Rollover Rep’s clients have their own workflows that are customized to them. Showing agents the right information and form fields at exactly the right time is made possible with conditional routing and conditional content.

STARTING NEW JOBS
With the use of autostart links, agents answer a call and simply click a button in their contact center software to immediately start up a new job for a specific workflow in Prestavi. And several form fields are automatically pre-filled.

“Creating workflows in Prestavi is quick and easy. It’s so user-friendly, I’m able to transfer my ideas from paper to workflow in matter of minutes.”

Paoli Torres
Implementation and Systems Manager at Rollover Rep
Can Prestavi improve your processes?

We’d love to learn about your business and find out if Prestavi is the right solution for your team.

You can learn more by visiting our website at prestavi.com. To contact our sales team, send an email to sales@prestavi.com

Start Free Trial  Schedule a demo

“I use Prestavi everyday to monitor our team’s performance. With Prestavi, we’re able to support our team with all that they need.”

Miranda Barnes
Admissions Support Team Lead at Rollover Rep

“There is little error your agents can make when using this software. From guiding the conversation of a call, to sending the caller info through the correct channels, Prestavi keeps us on track and accurate.”

Cameron Hardy
Former Quality Assurance Manager at Rollover Rep