



Healthcare / Startup Team

Wally Health

How we can provide exceptional service for
low-volume accounts

“**Peak Support has
been awesome.**”

Within a very little amount of time, you can double the capacity of your team. We've recently added some new tasks, and the transition was super seamless. Our team has re-fallen in love with Peak even more.

-Chelsea Patel, Co-Founder and Head of Wally Experience”



The Challenge

- Wally Health aims to make dental health affordable and accessible to everyone. They charge only \$199/year for unlimited cleanings at their clinics.
- They can provide low cost care because they have low overhead, and utilize technology to make exams more efficient.
- When Wally contacted Peak Support, they had 2 people on their customer care team, handling about 200 tickets per day. They sought 3 hours a day of coverage for handling Tier 1 tickets.



The Solution

- 🚀 Peak Support launched with 1 agent on our **Startup team**, which serves low-volume accounts.
- Wally quickly expanded to 2 agents as they found other duties for the team members to help with.
- When Wally automated some of the tasks being handled by the Peak agents, the team members leveled up to take on additional work.



How the Startup Team works

What it is:

- A team of agents dedicated to accounts that need 2 full-time agents or fewer
- Team leads are shared across multiple accounts
- Agents can be fully dedicated to one account or shared
- Backup agents are trained to support multiple accounts when primary agents are out

Who it's for:

- Startups with low volume of customer support or back-office tasks
- Accounts that don't need a dedicated team lead
- Accounts that don't need dedicated support from our QA, Training, Business Analytics or Workforce Management teams

When you grow:

- When volume grows, you can easily upgrade to a Dedicated team with a full-time team lead
- Dedicated teams have an account manager and support from Shared Services (Quality Assurance, Training, Business Analytics, Workforce Management)

“**It’s been more seamless and effective than I was expecting.**”

I was really impressed when I first met the team members. They were asking questions that were next level; it was clear they were really starting to think about the work.

–Chelsea Patel, Co-Founder and Head of Wally Experience

