



COMSERVE

SYSTEMS, LLC

SAMPLE PRESENTATION



Overview

Influenza Seasonal Staffing
Contact Center Projects
Primary Markets



YEARLY
BUDGET OVERVIEW
COMSERVE SYSTEMS, LLC

BUDGET UTILIZATION

BY MARKET

	SPEC MARKET	SPEC MARKET TEMP	PRIMARY MARKET	PRIMARY MARKET TEMP
PO AMOUNT	-	-	-	-
SPEND	-	-	-	-
REMAINING BUDGET	-	-	-	-
UTILIZATION	-	-	-	-

A call center environment with several employees at their desks. In the foreground, a woman with long blonde hair is wearing a headset and smiling while talking on a phone. She is sitting at a desk with a computer monitor. Other employees are visible in the background, also working at their desks. The image has a blue tint and a green geometric shape in the bottom left corner.

INFLUENZA SEASONAL STAFFING

COMSERVE SYSTEMS, LLC

NEW HIRE OVERVIEW

2021

TOTAL HIRED	30
HYBRID	25
TEMPORARY	5
RETURNING HYBRID REPS	3



Resigned	8
CFSI	7
Call Center	5
Positions	5
Rotation Backfill	2
Temporary Assignment	3

A woman with long blonde hair, wearing a white button-down shirt and a headset, is smiling and talking on a phone. She is sitting at a desk with a computer monitor and a coffee cup. In the background, other call center agents are visible, some wearing headsets, working at their desks. The image has a blue tint and a green geometric shape in the bottom left corner.

**CONTACT CENTER
PROJECTS**
COMSERVE SYSTEMS, LLC

RETAIL & SPECIALTY MARKETS

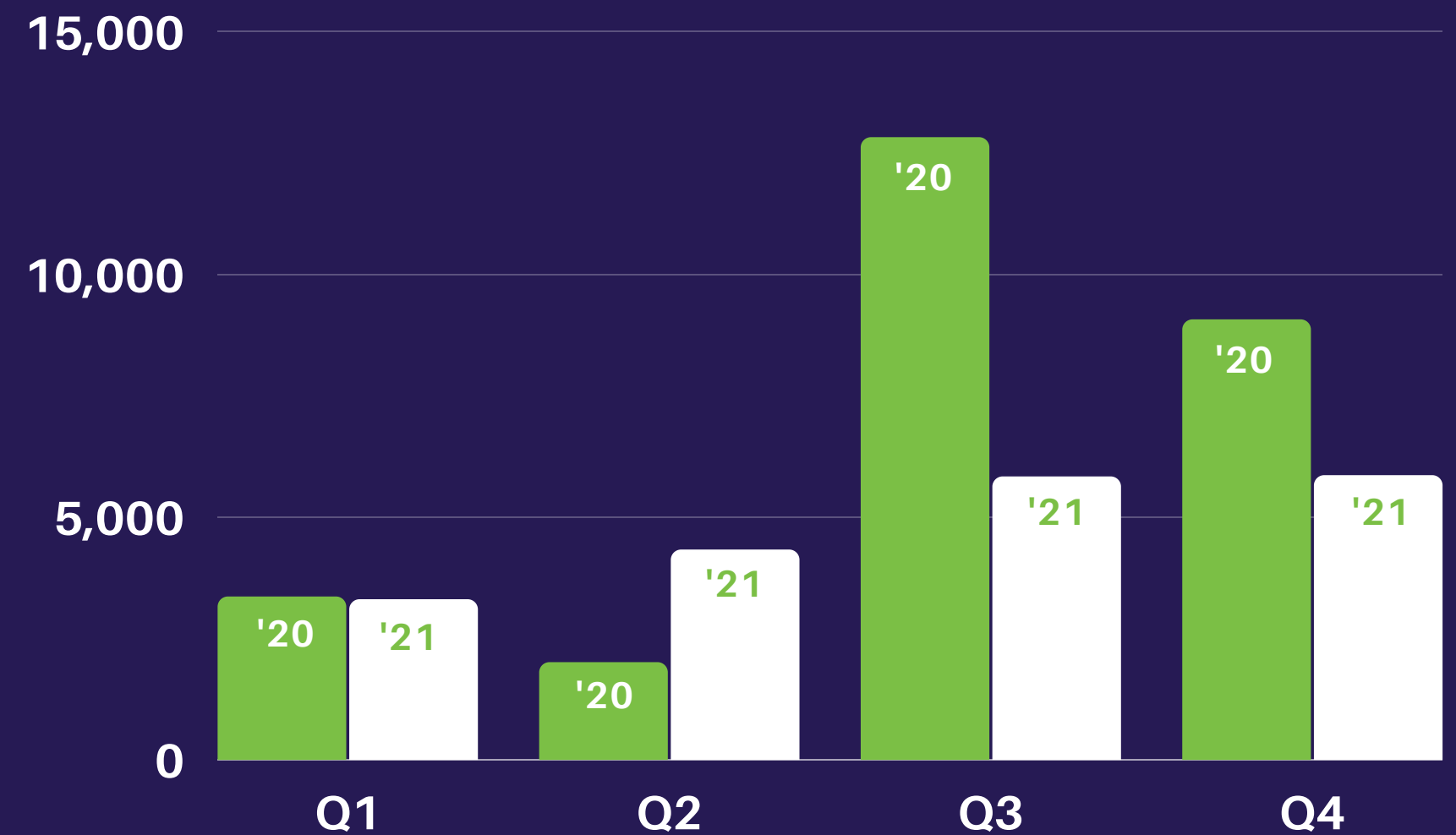
INFLUENZA RECAP



CONTACT CENTER CALL VOLUME

RETAIL & SPECIALTY MARKETS, INBOUND

YEAR COMPARISON	2020	2021
# OF CALLS	-	-
ASA GOAL: <0:30	-	-
AHT GOAL: <5:00	-	-
ABANDONED GOAL: <4%	-	-



ADDITIONAL METRICS, 2021 VALUES

OUTBOUND CALL VOLUME	-	MASTERFILE UPDATES	-	NEW ACCOUNTS	-
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IMPROVEMENTS

LESS
MANUAL
ORDERS

INCREASED
SEASONAL
STAFF

MERCK
DIRECT SHIP
ISSUE FORM

VAXCARE
THIRD PAYER

OPERATIONS DEPARTMENT YEAR IN REVIEW

CHALLENGES

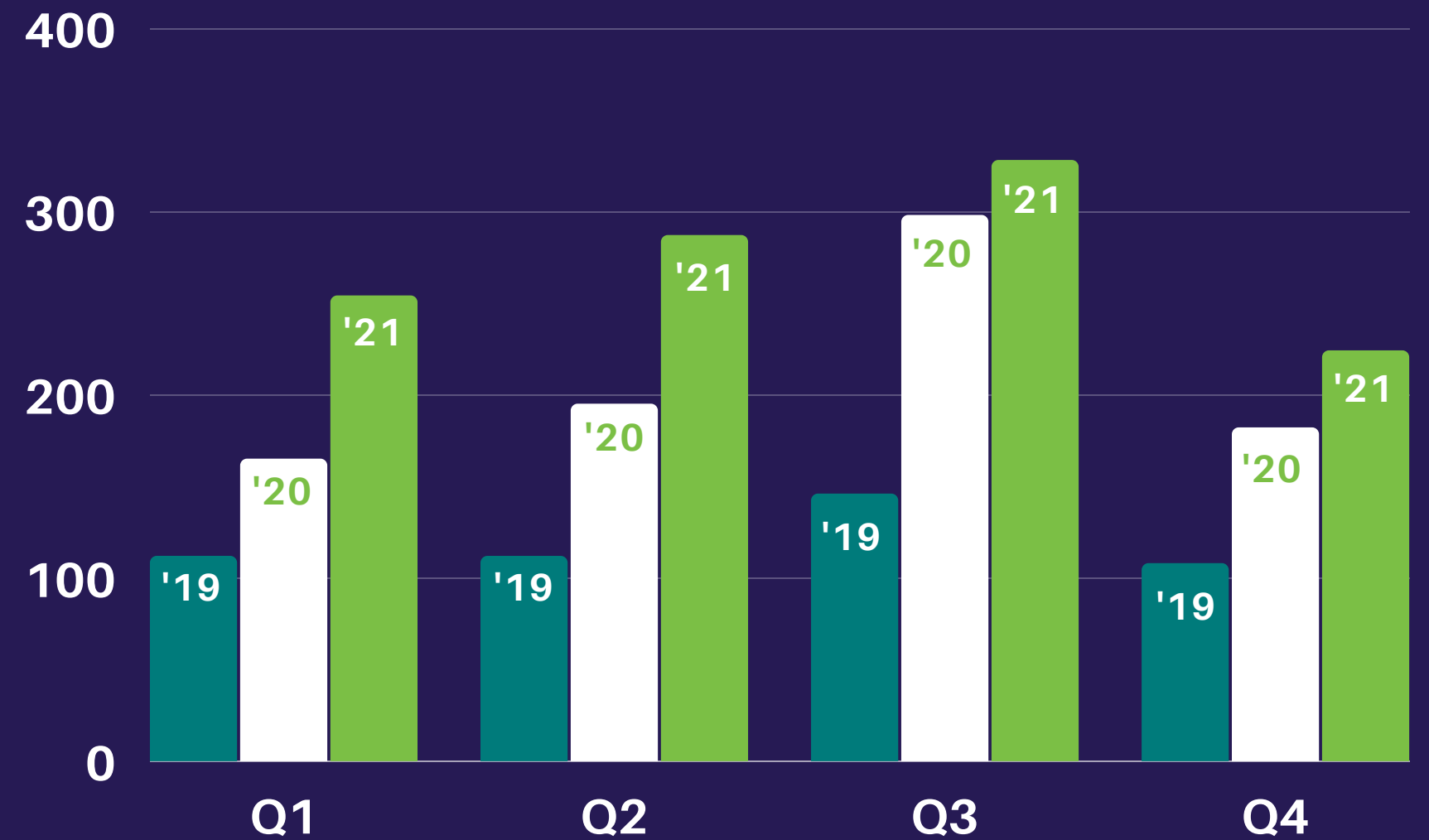
INCREASE
VOLUME

MERCK DIRECT
SHIPMENTS: CO HOLDS

OPERATIONS DEPARTMENT

NEW ACCOUNT CREATION

	2021 FIGURES	% CHANGE FROM 2019
Q1	-	-
Q2	-	-
Q3	-	-
Q4	-	-
TOTAL	-	-



OTHER OPERATIONS TASKS, % CHANGE FROM 2020

EMAILS	-	ORDERS	-	ORDER UPDATES	-	NEW ACCOUNTS	-
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OPERATIONS PROPOSAL

ADDRESSING CHALLENGES

EXTEND CROSS
TRAINING

VaxServe: 1
ComServe: 1-2

MAINTAIN SEASON
SUPPORT

3 Agents Approved
for year 2021

ADJUST SEASONAL
SUPPORT TIMING

Maintain Budget
End Q2 vs Q3 Support

CHALLENGE: No guaranteed support for important BU



Thank you.

2021 Year In Review