Challenge sheet

EVE

Improving Consistency and Quality in Patient Care

How might we verify the technical, legal and administrative consistency of the responses given to email and phone inquiries about the Aid Programs (PAs)?

Sub-challenges

- How might we shorten the learning curve of the agent team in order to minimize the impact of staff turnover on the team?

  High staff turnover in the provider's team requires constantly training new hires, which increases the risk of inconsistent responses for as long as that learning curve lasts.

- How might we anticipate a greater number of possible questions/doubts in order to have more ready-made standard answers, and make the information associated with each aid program available, in order to reduce the need for inquiries from interested parties?

  Anticipating the questions that may come in and making support information available to applicants (for example, videos, tutorials or documents) so that they need to make fewer, better-informed inquiries.

- How might we analyze the tone and courtesy of calls and emails to ensure a proper institutional image?

  Ensuring that, in addition to the technical content, the form of the response (tone, courtesy, clarity) is appropriate on both channels.

Context

The process for handling inquiries about EVE's Aid Programs (PAs) is theoretically well defined: EVE shares the rules of each call for applications with the provider (VERSIA), a guide of standard answers is drawn up, the rules are published and inquiries from citizens/companies begin by email or phone. The great majority of inquiries are handled and resolved through the same channel by which they are received, relying on standard answers (an Office document) and, if the required answer is not known, contact details are requested in order to respond within a set deadline.

In practice, however, this process has flaws that lead to a lack of standardization and to responses that are not always accurate in content or in form (tone). The team promoting this challenge is EVE's Aid area, which is driving the challenge due to concern over different responses being given to similar inquiries.

Identified problem

The following causes of the problem have been identified:

- A breakdown in communication at some point in the process between EVE and the provider.
- A lack of defined answers for all inquiries received (impossible to address exhaustively in advance).
- The learning curve of new hires on the provider's team, made worse by staff turnover.

In practice, this situation gives rise to the following problems:

- A poor institutional image for EVE, since applications can end up poorly presented due to incorrect information received.
- Impact on minor details rather than the important parts of the inquiry, which affects service excellence (loss of points).
- Recurring inquiries when the user has not received a correct answer.
- Applicants being given unsuitable answers, which can lead to corrections being required or even applications being denied due to a poor or hard-to-understand response.

Conversely, responding to each inquiry appropriately and accurately results in shorter processing times, higher quality for applicants and, therefore, a better image for EVE.

Stakeholders involved

The following profiles are involved in this challenge:

- **EVE's Aid Team:** the team that promotes and manages the aid programs.
- **External provider**: the phone support team.

Materials and tools

Below is a description of the entity's current technology environment, for context. Integration with these systems is not a requirement of the pilot, but participating entities should be aware of it so that their proposals are realistic and compatible with any future deployment. Information on data format, hosting, type of systems, the person managing them and any relevant information on integrations will also be included.

- Microsoft environment: Email (Outlook).
- Irontec's Ivoz telephony tool (calls available in mp3 format, no older than 3 months; call quality is audited, although subjectively).
- Zendesk CRM.
- Moodle: repository with the guides prepared for agents' responses.
- Microsoft Copilot: under development to work with the guides uploaded to Moodle.
- Office documents (Word, Excel, etc.) with the rules for each call for applications and the standard answers.

What are we looking for?

A technological solution that enables:

- Offering consistent answers across both channels (email and phone) for similar inquiries.
- Shortening the agent team's learning curve and minimizing the impact of staff turnover.
- Anticipating a greater number of frequent questions/doubts, with standard answers prepared in advance.
- Periodically analyzing the tone and courtesy of the responses given on both channels, and proposing improvements based on that analysis.
- Improving the FAQs in response to recurring questions and even identifying errors or unclear topics, in order to improve future rules

Key considerations

- **Technology and data:** today the process is completely manual. All emails and phone calls are available (mp3 format, with a 3-month window), and the solution should integrate with both these channels.
- **People and capabilities:** no one currently carries out the analysis task systematically; the technical analysis of the data requires expert judgment and its result should be validated by a technical profile.
- **Scalability and sustainability:** besides the Aid area, the solution could also benefit the Digital Transformation area. The success of the pilot would be measured by its ability to detect errors in responses and improve future rules. This is not the project's main objective, but it would be desirable to obtain a reproducible solution for other types of inquiries received in other EVE departments/areas.

- **Risks and limits:** the names, and any contact details that may be provided, of the people making inquiries may not leave the entity's own environment under any circumstances.

Process and key dates

To take part in the challenge, send your proposal to the challenge at the email address from which you received this challenge sheet: govtech@bindplatform.com

The deadline for receiving a response to the proposal is: **01/10/2026 at 16:00.**

The selection process consists of two phases

Phase 1: pitches from semifinalists with the company. Startups will have to present their proposal in 10 minutes. As a result, three startups will be selected as finalists.

Phase 2: round of interviews with finalists and the company. Startups will need to go into more depth on their proposal.

What you gain access to

Winning startup: Paid pilot with a maximum of €15,000. The pilot to implement the winning solution will begin in xx and will last 6 months.