

The Adventure of Olivia and Liam

Follow Olivia and Liam on their adventures with Credentialing. Learn how RepClear and help your reps be more customer focused and productive.



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Episode 2: A Tale of Two Sales Calls

Liam's car screeched into the parking lot of St. Benedict's, five minutes past his scheduled meeting time. He fumbled with his laptop bag, a crumpled packet of printed credentialing forms spilling onto the asphalt.

Inside, the receptionist barely glanced at him. "Your badge is expired," she said with all the warmth of a vending machine. "I can't let you in."



Liam's heart sank. "I just uploaded my documents last night! Can't you check again?"

"Sorry, sir. No badge, no entry."

Across town, Olivia was breezing through the lobby of Westfield General. The receptionist smiled and handed her a freshly printed badge. "You're all set, Ms. Thompson. RepClear sent everything over yesterday."

"Perfect timing, as always," Olivia said, winking at the receptionist.



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By the time Liam was back in his car, dejected and eating a gas station sandwich, Olivia had closed her deal and was enjoying a celebratory latte.



Meanwhile, Olivia stops by to say hello to Liam as she is sipping her third coffee of the day. “Liam, you look stressed,” she teased, noticing his furrowed brow as he shuffled past.

“You wouldn’t understand,” Liam groaned. “You’re too busy gallivanting from hospital to hospital, probably ahead of quota. I’ve spent all day trying to get access to St. Benedict’s, and their portal keeps crashing!”

Olivia smirked. “Oh, Liam. Still managing your own credentialing? That’s adorable. I’ve got Sarah ”

“Sarah? Who is Sarah? Your office admin??” Liam asked, half-joking.

“Nope,” Olivia replied. “Sarah’s my contact at RepClear. They keep all my credentials updated and ensure I am up to date for access to all of my hospital clients. All I have to do is shoot her an email when I need new access. It’s like having a personal assistant—without the attitude.”

Liam rolled his eyes and returns to his laptop to finish updating his credentials. The portal had timed out. Again.



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