SERVION | *Crafting CX solutions*

COVID-19 VACCINE – DIGITAL SCHEDULING SYSTEM

Healthcare providers, pharmacies, and government bodies face significant challenges in scaling contact center operations to handle the enormous COVID-19 related call volumes, prioritizing care, and scheduling vaccinations. While they continue to provide rapid and quality healthcare service, they are also compelled to handle public concerns about vaccine eligibility, availability, and safety.

Ensuring Seamless Communication and Access to COVID-19 Vaccination

Servion is a leading contact center and CX solutions provider that delivers memorable digital experiences using the best technologies while maximizing existing investments. Our automated end-to-end digital solution helps healthcare providers, pharmacies, and government entities provide the right information to the public across preferred channels without compromising on data security. The custom-built self-service solution can be deployed on top of any existing on-premise or cloud contact center platform and can limit escalation calls only to live agents.

Some of the use cases that Servion's digital solution caters to:

Address FAQs

Vaccination - Eligibility Check

Appointment Scheduling

Appointment Reminder

Proactive Outreach (Calls & SMS)

Conversational IVR

Servion's AI powered conversational IVR solution is built to address and deflect the most common questions allowing the contact center workforce to focus on complex queries and interactions requiring empathy. Our cloud based conversational IVR can be setup instantly and can scale based on your needs. It also comes with inbuilt speech recognition, natural language understanding and can understand unstructured documents like FAQs or knowledge bases to enhance the contact center experience. It is a comprehensive solution that can be integrated with your live-agent support and provides robust analytics.

Intelligent Chatbots

Servion's AI-powered chatbot automates user interaction across front end channels, including websites, portals, and social media platforms. The intelligent chatbot solution helps triage incoming inquiries, provide and capture the information required for checking vaccination eligibility, setting-up vaccination appointments, and guiding patients to useful information while reducing wait times and ensuring 24/7 support. The chatbot also captures patient/member details for appointment scheduling in real-time.

Solution highlights

01 Completely automated solution that can be rapidly deployed within days

02 Integrates with all leading contact center platforms

03 Minimal impact on the existing contact center workflow and infrastructure

04 Proactive outbound calls and SMS to send notifications and reminders

05 Cloud based solution that reduces upfront infrastructure cost while ensuring scalability

06 Improved customer experience - zero queue time, cost effective & 24/7 availability

Sample COVID-19 Vaccination Call-Flow

Welcome → Play standard messages → Validate Eligibility → Play Call back & disconnect

Validate Eligibility → Retrive available slot from backend → Generate confirmation number

Retrive available slot from backend → Play non-availability message and disconnect

Generate confirmation number → Play confirmation number and adress → Request for mobile number to send SMS → Analyze data for reporting

For more information, contact **marketing@servion.com**