

CASE STUDY | HEALTHCARE

A voluntary healthcare organization improves agent efficiency and delivers on their brand promise

Challenge

The client is a leading voluntary healthcare organization that promotes health and care of vulnerable people and communities. It required:

- A system to handle the daily operations of the contact center, collect case details and dispatch a vehicle
- Improvement in its existing call center application to enhance customer experience and increase agent efficiency
- Automation of the process of tracking vehicles

Solution

Servion designed and deployed a comprehensive solution that included:

- AiQtelephony and ACD integration, agent screen application, supervisor and admin application
- Case management and ticketing application – 8 types of case registration, auto-assigning, vehicle availability with destination comparison, case closing with vehicle tracking system, vehicle on/off road status

Results

- Centralized dispatching system and management
- User friendly CTI application to collect case details and dispatch vehicles
- Reduced operating costs and easy monitoring