

SUCCESS STORY | MANAGED SERVICES

The largest outpatient medical imaging provider stabilizes CX with 100% uptime and significantly low call wait time

Using Servion's next-gen, 24x7 Managed Services



About the client

The client is one of the largest independent outpatient medical imaging providers and physician radiology practices in the United States. It uses the newest, most advanced diagnostic imaging technologies and has 147 sites across 11 states and nearly 200 subspecialty-trained radiologists.

Requirement

The client was managing its customer interactions with Cisco Unified Contact Center Express (UCCX), which was hosted on-premise with limited licenses and couldn't keep up with its growing business demands and call volume. The average wait time increased to more than

10 minutes, and the on-premise CC system experienced frequent outages, resulting in too many call drops. The previous Managed Services provider was incapable of both managing the system and assisting the client in recovering from a negative customer experience..

Solution

A strategic global alliance partner of Cisco in customer experience management, Servion took over the client's Managed Services support without any documentation from the previous partner. Our Managed Services team performed a complete solution audit and established the design outliners on the hardware and design from the ground up. Servion assisted the client in distributing the call volume across their two UCCX

clusters to effectively handle the current call volume while adhering to Cisco design guidelines. The solution also included:

- Finetuning the routing scripts for effective call routing and priority assignment.
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- A new post-call survey application to measure the pulse of the customer.
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- A single monitoring platform that proactively manages all the components: telephony, ACD, workforce management.

Servion recommended that the client migrate to Cisco Webex Cloud for UC/CC to attain scalability on their multiple self-service channels and will manage the cloud migration process and the client's future managed services, infrastructure, and networks for contact centers.

Business outcome

Servion's next-gen, 24x7 Managed Services brought about several tangible benefits for the client. They are as follows:

- High stability and improved performance of the current contact center platforms.
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- Adherence to Cisco design guidelines
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- The average call wait time reduced significantly and has remained consistent within 3-4 minutes for the past ten months.
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- Both system/solution uptime has been 100% for the past eight months with no outages.

For more than 25 years, Servion has been trusted by customer-centric brands for designing, building, running and optimizing Contact Centers and Customer Experience (CX) solutions. Our 1100 CX professionals apply their passion and deep domain expertise to the entire design-build-run-optimize solution lifecycle. For more information, visit <https://servion.com/>.



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