

SUCCESS STORY | HEALTHCARE

A non-profit healthcare facility in the US achieves smooth and quick migration to Cisco Webex Contact Center

For improved patient experience and efficient call handling



About the client

The client is a non-profit organization dedicated to enhancing the well-being of the Lubbock community. The client organization provides vital healthcare services, including primary medical care, dental care, behavioural health services, and other health-related support. Affiliated with the US federal health safety net, it ensures that every individual in the community can access essential healthcare services without any barriers, regardless of their financial capacity.

Requirements

The client was using an on-premises Cisco Unified Contact Center Express (UCCX) solution to handle their

voice infrastructure and call routing, and it recognized the need for a more efficient and scalable solution to improve patient experience, enable smooth migration to the cloud, and enhance call handling for their agents. The client needed a cloud-based contact center solution that would seamlessly integrate with their existing Cisco Webex Calling voice infrastructure. The solution should facilitate quick rollout and smooth migration from their on-premises Cisco UCCX solution. The primary objective was to ensure efficient call routing for the main clinic and multiple offsite clinic locations based on the language needs of patients.

Solution

To address the requirements, Servion, a global service

delivery partner of Cisco, implemented the Cisco Webex Contact Center solution, which perfectly complemented the Cisco Webex Calling service.

The implementation of this new cloud contact center solution involved provisioning the tenant and conducting a comprehensive requirement gathering exercise. Servion worked closely with the client to understand the specific needs of both the main clinic and offsite clinics. Agents, supervisors, and three queues for billing, English, and bilingual schedulers were configured to ensure efficient call handling.

For the offsite clinics, the call flows were configured to intelligently sense the availability of agents at these locations and, if necessary, expand the search to agents at the main clinic. This ensured that patients' calls were efficiently routed to the appropriate agents, regardless of their physical location.

Moreover, Servion provided the client's IT personnel with an easy and convenient way to change the operating hours of the main clinic. This capability allowed the client to open and close the call center as needed without any complications.

To provide ongoing support, Servion also engaged with client organization for break-fix support, moves, adds, changes, and deletes to the configuration for a three-year period.

Key benefits

The implementation by Servion offered the following benefits:

- **Improved Patient Experience:** With efficient call routing based on language preferences, patients experienced faster and more personalized support, leading to an enhanced overall experience.
- **Efficient Call Handling:** The solution facilitated ease of call handling for agents, enabling them to assist patients effectively and deliver quality service.
- **Smooth Migration to Cloud Solution:** The transition from the on-premises Cisco UCCX solution to the cloud-based Cisco Webex Contact Center was seamless, minimizing disruption and ensuring continuity of services.
- **Call Recording for Agent Coaching and Legal Purposes:** The solution's capability to record all calls enabled CHC to review and analyze interactions for agent coaching, training, and legal purposes.
- **Comprehensive Reports for Supervisors and Administrators:** The contact center provided detailed reports to call center supervisors and administrators, offering valuable insights into call metrics and performance.

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