

Medical Contact Center

Our Customer implemented Cisco Unified Contact Center to increase productivity and patients' collaboration.

Customer Overview

Our Customer will be an ultramodern, all-digital academic medical center which will set new standards in patient care especially for women and children services in Qatar, the Gulf region and internationally.

Based in Education City, Science and Community Development – Our Customer is an important part of a dynamic research and educational environment. Education City includes leading international institutions such as Georgetown University, Carnegie Mellon University and HEC Paris as well as recently established national research centers.

Business Challenges

- Ensure high-quality experiences for Patients, doctors and agents.
- Improve first-contact resolution with patients.
- Measure agents' efficiency with reports.

Solution

Cisco Unified Communications manager is the core of Cisco Collaboration portfolio infrastructure, Cisco Unified Communications Manager is a unified communications call control platform that can deliver the right experience to the right endpoint.

Cisco Unity Contact Center Express provides customer segmentation with state-of-the-art, built-in, interactive voice response capability, and proactive customer service for a superior customer experience with integrated, outbound, call management capabilities. It offers sophisticated call routing and comprehensive contact management capabilities. It includes an embedded reporting solution that offers a comprehensive view of contact center statistics at a glance.

Cisco Unified Border Element to integrate the 4 CUCM clusters with the ITSP SIP Provider (Vodafone) for sending and receiving external calls.

4 Clusters are implemented from CUCM and UCCX as (Build, Test, Production and Training) environments.

Integration with Amcom Software (Customized for Health care solution) with Color Code Emergency notifications.

The collaboration applications are deployed on Cisco's state-of-art Unified Computing Systems which provides integrated LAN and SAN infrastructure for the traffic requirements.

Benefits for Business

Evolving Experiences

- Our Customer now has the solutions to support a consolidated communications infrastructure and has new choices for Call Center options.
- Improved patients satisfaction and loyalty with comprehensive contact management and ease scheduling appointments.

Low Total Cost of Ownership

- Significant cost optimization with an easy-to-deploy, easy-to-use, all-in-one solution (multiple Contact Centers run on same box).
- Hosting Cisco Unified Communications Manager and the Cisco collaboration applications on the Cisco Unified Computing System lowers total cost of ownership.

Product List

- Cisco UCS Server B200 Series.
- VMware Esxi version 5.1.
- Cisco Unified Communication Applications
 - Cisco Unified Communications Manager
 - Cisco Unified Contact Center Express
- Cisco Unified IP Phones 7975.
- Cisco CUBE 3945E Routers.
- Cisco UCS B-Series Chassis.
- Cisco UCS Fabric Interconnects.

For More Information

To find out more about our services, please go to: www.connectps.com