

Customer story

INDUSTRY:

HOSPITAL



HIGHLIGHTS

Advanced Call Monitoring for preventing call escalation for Hospitals using Viva Meet

CLIENT

A well-established multi-speciality hospital offering extensive advanced Online/Outpatient medical care.

REQUIREMENT

The Hospital was looking for a reliable inbound/outbound calling solution to enhance their Telehealth programs that could assist more than 1000 calls daily and also have records, reports, and analytics.

- Their medical representatives were well-trained to respond to any emergency quickly and effectively - 24/7 from their contact centres.

CHALLENGE

The current system has a dashboard that doesn't allow senior medical administrators to monitor live calls and review recorded calls.

The Telehealth operations are reportedly facing challenges, and they require solutions in the following areas:

- When a medical professional shares incorrect information during a live conversation, the medical administrator should have access to barge in on the call.
- A reliable voice solution to address call-dropping issues.

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SOLUTION

[Viva Meet - Cloud Telephony App]

To address this complex requirement and challenge, Viva provided an ideal solution for the client.

The proposed solution included the following components:

- **Viva Meet (Cloud Telephony):** The client was provided with Viva Meet, a cloud-based omnichannel communication platform designed to simplify their communication processes.
- **Call Monitoring:** It made it easier for medical specialists to evaluate the performance of individual agents by listening to live calls and previously recorded calls.
- **Call Whispering:** To ensure first-call resolution and boost customer satisfaction by providing relevant information or assistance to the agent during customer interaction.
- **Call Barging:** Feature enhances on-time assistance to the agent, delivering high-quality customer service, prevents call escalation, and manages remote agents.