Project Brief - Healthcare - Brault

Brault

Original Systems

- Mitel (Shoretel) - On-premises
- TSYS - current payment processor
- 140 clients - each has an 800 to DID to a hunt group
- RCM System - Athena / Imagine
- Email is a separate Microsoft 365 solution

Current Systems

- Genesys Cloud CX
- Telecom Services by Star Telecom
- 5 Option IVR to route calls
- Self Service IVR
- In IVR Payment Processing
- Priority Routing for specialty clients
- Queue Call-Back feature to off-set higher than expected volumes
- WFM solution for forecasting and scheduling

Business Challenges

- With 52 Clients, 2200 Health Care providers, reporting and managing was very limited due to the complexity caused by the number of client numbers and health care providers
- Ticket system needed and costly to change IVR system which also takes 3-4 weeks
- No PCI & HIPPA compliance
- No WFM solution for forecasting and scheduling
- Simple Call Flow- 2 choice IVR

Outcomes

- Single source for all phone numbers routing into a platform with powerful reporting capabilities with data in one location
- PCI & HIPPA compliant
- Agent forecasting and scheduling
- Cloud solution to support at-home workforce and expansion of business
- Technology future-proofing the business (more complex IVRs, self-serve options, biometrics, bots)
- Changeable IVR options on the fly

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