

PROVIDING A SEAMLESS PATIENT EXPERIENCE WITH GENESYS CLOUD



AT A GLANCE

A healthcare organization faced difficulties with its contact center platform’s capacity, hitting a roadblock that prevented any further scalability and growth. ConvergeOne moved the organization to the Genesys Cloud, creating a centralized, all-in-one solution. As a result, the organization can expand its transactions into a multi-channel methodology.

BUSINESS EXPECTATION + RESULTS SCALE AND EXPAND WITHOUT BARRIERS

- + A nonprofit healthcare system with over 150 clinics across three states struggled with its current contact center platform. “The existing solution was outdated and a virtual nightmare to administer,” said the organization’s IT manager.
- + The organization partnered with ConvergeOne to migrate to Genesys Cloud, with a seamless rollout and training that empowers the internal staff to maximize their use of the platform.
- + Since the implementation of the Genesys Cloud, the organization has been able to utilize features such as workforce management, quality monitoring, and multi-channel capabilities, none of which they had with their previous platform



**GAIN VISIBILITY
INTO PATIENT
INTERACTIONS**



**REDUCE CALL-
BACKS AND
HAND-OFFS**



**MINIMIZE
ON-CALL
RESPONSE TIME**





THE PURPOSE

PROVIDE A SUPERIOR PATIENT EXPERIENCE

An extensive audit was conducted to evaluate the health system's service desk against other service desks in the healthcare sector, and its service desk was ranked in the top 5 of more than 30.

PROVEN, PROGRESSIVE, PURPOSEFUL GAIN CAPABILITIES THAT OPEN UP NEW OPPORTUNITIES



- + The Genesys Cloud presents the organization with customized dashboards and a state-of-the-art call-recording system, enabling the leadership team to monitor interactions and provide additional assistance in the areas that need it most.
- + The Genesys platform also allows the organization to stack additional solutions on top of it, opening a tremendous amount of capabilities and data visibility into the patient experience.
- + The organization plans to take advantage of the many partnerships and integrations that Genesys has to offer.

“Each step of the way, ConvergeOne has allowed us to ask as many questions as we need to, walking us through each and every step of the project with a really great attention to detail to ensure that everybody understands what’s happening and that they’re all comfortable with the rollout.”

– IT ENGINEERING TEAM LEAD

80

2021

Net Promoter Score

ConvergeOne is here for you. Our customer-centric approach is validated by our World Class Net Promoter Score of 80.

Take the first step to making sure every interaction counts by scheduling a consultation:

convergeone.com/solutions/customer-experience