



PRODUCT SHEET

ContactCentre 59R Health

Seamless, personal patient service.

Budget cuts, performance benchmarks and efficiency pressures. Despite the strain, your teams work tirelessly to deliver the best possible patient experience.

Increasing public demand sees higher expectations too. Patients expect you to know who they are. And be able to see when they contacted you last.

The tools and systems you provide for your teams need to be up to scratch. Otherwise their task becomes impossible.

ContactCentre 59R quickly and intelligently routes your patients to the correct person or department. All multichannel interactions merge into one universal queue. Including voice calls, email, web chat and social media.

Present your advisor with a list of past calls, emails or SMS reminders as each interaction begins. Your teams feel prepared and empowered from the start. And patients feel valued and confident in your service to provide them with the best care.

ContactCentre 59R, with the integrated switchboard functionality, supports your improvement journey step-by-step.

Complete patient communications, from appointment reminders and rebooking to answering queries and directing calls site-wide.

Your Trust, your choice.

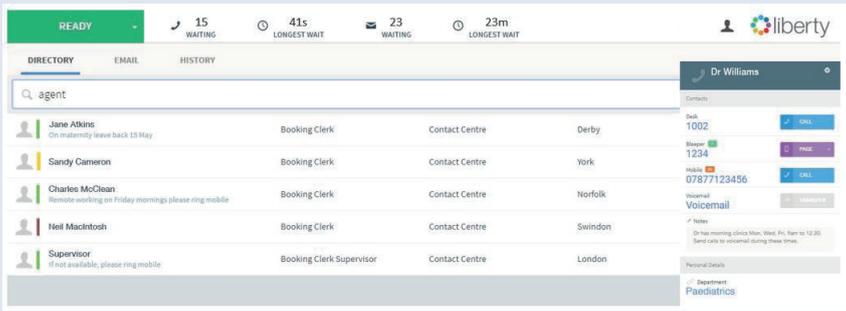
Key BENEFITS:

- **It's easy for advisors**
They quickly move within their workspace and handle voice, email, social media or web chat. Or, assign them to the switchboard.
- **Integrated switchboard**
Our Operator suite is designed for the NHS. Run switchboard from any location without a traditional operator console.
- **Work from anywhere**
Your teams are able to move across different sites and log-in from any department or hospital.
- **Create more value**
Maximise the use of your legacy infrastructure with tailored integrations.
- **Real-time insight**
Track all contact centre activity, across front and back office, in real-time.

Key FEATURES:

- **Single patient view**
Identify patients in real-time to reduce handling time and improve the in-queue experience.
- **Detailed skills and queue management**
Use unlimited skills groups and queues to tailor the exact routing you need.
- **Skills templates**
The useful skill templates support you to more closely align advisor availability and patient demand.
- **Outbound campaign management**
Responsibly comply and manage your outbound contact with specific 'advisor first' campaigns.
- **Integrated call and screen recording**
Gain instant access to call and screen recordings.
- **In-depth instant reporting and control**
Browser-based management reporting gives you instant performance reports for agents, queues and skills.

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Visit netcall.com/patient-solutions



Advisors have an easy to use workspace.

They are able to log in from any desk or telephony device and get full functionality. This includes supervisor advisor monitoring, call transfers, wrap-up, activity and busy codes, call recording and reporting.

Effortlessly add virtual advisors and remove up to 80% of routine requests. Answer all inbound calls and free your advisors to handle complex enquiries.

Tailor patient experience

Administrators are able to design IVR responses to suit their situation.

- Create messages for queue position, time to answer and comfort prompts
- Base them on time of day, days of the week or exception date ranges
- Improve the experience and efficiency with speech self-service
- Provide patient groups special treatments.

Choose a deployment model that works for you

- ContactCentre 59R is available as a hosted, on-premise or hybrid solution
- Deployment is a rapid and straightforward process.

Scalable, robust and affordable

ContactCentre 59R is multi-server and multi-site. Run multiple departments across many sites ensuring a consistent patient experience. Our competitive pricing is easy to understand as it is either advisor or capacity based. Enjoy easy cost control with the flexibility to add staff when patient demand increases.

> Netcall Liberty Platform

ContactCentre 59R is a module of Liberty, our next-generation customer engagement platform.

Liberty unifies contact centre channels to create an end-to-end patient engagement hub.

It gives users full control over the contact centre and allows them to manage contacts, content and data.

Each Liberty module can also be deployed as a standalone solution to enhance the capabilities of legacy systems.

Learn more about Liberty
netcall.com/liberty-platform.

> About Netcall

Netcall is a leading provider of end-to-end customer engagement solutions.

Our mission is to transform the way our clients interact with customers. We help them deliver a seamless and exceptional customer experience across all channels. Using our solutions they work smarter, gain competitive advantage and lower costs.

All of our solutions are secure, flexible and best-in-class. They're easy to implement and simple to use.

> At a glance

- 700+ customers
- Over 20 years' experience transforming customer engagement
- We deliver specialist solutions for the public, healthcare and private sectors
- We serve 70% of the NHS Acute Health Trusts
- We support over 300 contact centres.



Take a deeper dive

Contact us today for a **demo** visit netcall.com/patient-solutions
Or call us on **033 0333 6100** and say "Transforming Engagement"

