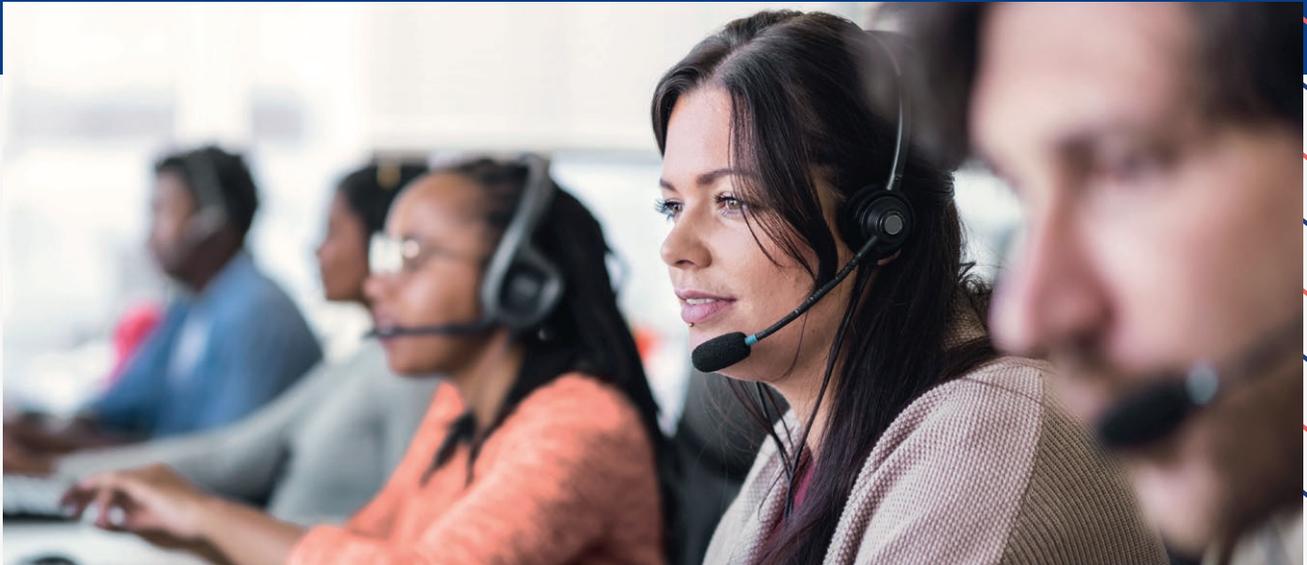




ContactPortal™

The speech bot that your patients will love and your staff won't want to live without!



Patients and staff understand that hospitals are busy places.

That includes the hospital switchboard - internal calls, external calls, urgent calls, non-urgent calls, whether it's a member of staff or a patient, no one wants to sit on hold for thirty minutes just to ask a simple question or get through to their chosen destination.

Spend less time waiting for your call to be directed and more time on what counts. Our sophisticated speech bot for NHS Trusts lets you streamline your call handling service. It reliably and accurately routes calls and soon becomes your polite and efficient front-line switchboard operator. Supporting both internal and external calls, it saves patients and staff time waiting for calls to be answered.

“ We have been able to reduce the telephone operators by 43%. An annual saving of £164k. There are also additional productivity benefits from speech recognition. We expect ongoing significant saving by reducing cover for staff absences and from reduced overtime costs.

Derek Hodgson Head of Telecommunications
Thamesnet

Benefits at a glance:

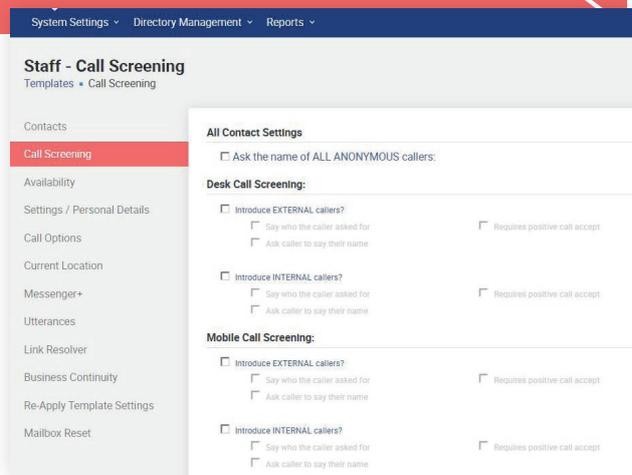
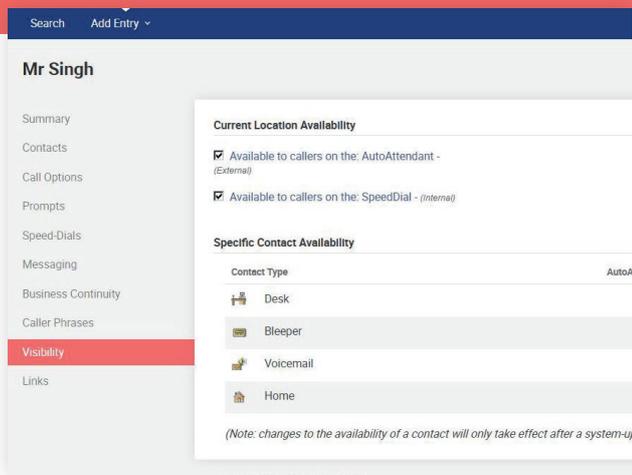
- 24x7 consistent operator service
- Save Junior Doctor time trying to find senior colleagues
- Reduce front-line staff stress and increase their flexibility
- Improve patient experience
- Reduce medical staff frustration
- Delivers significant cost savings
- Faster routing of internal calls
- Improve front-line staff working
- Typical project payback inside 1 year
- 98% calls answered in 15 seconds with 2 second average wait time¹
- 96% increase in skills from 2.7 to 5.3 skills per person²

¹*/2 - Lambeth



Features at a glance:

- Screen-pop of calls forwarded to the switchboard
- Call screening and diverts ensure no calls are ignored
- Instant peer-to-peer call routing to any device, at any location
- All directory info, including bleeps and extensions, are automatically updated
- Supports ex-directory numbers, such as personal mobiles or home numbers
- Access to features are controlled by roles-based permissions
- Grammar updates maintain performance, with subscription services



Ask and be directed

Our experience tells us that 60% of inbound callers already know the name of the person, ward or department that they want to contact.

With ContactPortal, callers simply ask and are reliably directed without having to wait. Internal calls between colleagues are instantly routed. Our MeetMePaging directs calls to a bleep without Operator interaction. So, Switchboard operators have more time for complex or urgent calls.

Push the boundaries

Combine ContactPortal with Liberty Converse, our contact centre and communications solution, and you'll go far. The speech bot passes calls to your 'Operator' using our specially designed Switchboard function. Alternatively, route calls to your Booking Centre advisors saving time on call handling.

Arrive at your chosen destination

Seamlessly integrate clinical, office and remote working staff. You can programme ContactPortal to direct calls to remote working locations. Staff feel secure that their ex-directory information is protected.

If the line is busy the caller is given the option to hold, leave a message or request another contact.

Screen those calls

ContactPortal screens calls in exactly the same way as a human operator. It announces the call to the receiver and they can choose to accept or reject the call, so employees can manage their workload more effectively.

Where appropriate, the screen-pop function gives booking centre advisors instant access to patient information, significantly reducing call handling time.



Mr Singh

- Summary
- Contacts
- Call Options
- Prompts
- Speed-Dials
- Messaging
- Business Continuity
- Caller Phrases
- Visibility
- Links

Current Location Availability

- Available to callers on the: AutoAttendant - (External)
- Available to callers on the: SpeedDial - (Internal)

Specific Contact Availability

Contact Type	AutoAttendant - (External)	SpeedDial - (Internal)
Desk	<input type="checkbox"/>	<input type="checkbox"/>
Beeper	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Voicemail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Home	<input type="checkbox"/>	<input checked="" type="checkbox"/>

(Note: changes to the availability of a contact will only take effect after a system-update has been carried out. This normally happens overnight.)

Ambiguity handling and synonym support – no problem

Just like a human operator, when a caller asks for a user with a duplicate name, ContactPortal will ask a qualification question such as “Would you like John Smith in Pathology or John Smith in Infection Control?” So calls are routed to their intended destination regardless of how many similar contacts you have in the database.

Alternative names and synonyms, are automatically added as common alternates in the directory. For example, William Jones will automatically be provided with alternates Will Jones and Bill Jones. Callers can also request a person by their job title or even a nickname.

Internal directories are expensive and often time consuming to update

Staff no longer need to log-on to see a directory or page through paper copies. They simply ask the ‘speech bot’ for the person, and it will hunt through all available numbers for them. Staff quickly reach colleagues without waiting or having to know their number or where they may be found.

Specified callers’ groups reach ‘ex-directory’ numbers, with full recipient number privacy. The database is always up-to-date as it synchronises overnight with any electronic directory.

No more missed calls

Staff receive a notification when they have missed a call. Details of the call, such as caller name and number and the result of the call via text, pager or phone (landline and mobile) when they next access the system or the web interface, depending on their personal preference.

Voicemail & Missed Calls

From	Description
Chris Roberts (01416399339)	Missed Call - No Answer
Matt James (07833090123), Mobile	Missed Call - No Answer
Jacob Beetham (07769144263), Mobile	Missed Call - No Answer
Martin Rose (7519)	Missed Call - No Answer
Jim Woodcock (07764565931), Mobile	Missed Call
Mark Humphreys (7908)	Missed Call - No Answer
Andrew Walker (07799661994), Mobile	Missed Call
Matt James (07833090123), Mobile	Missed Call
David Parram (07770598501), Mobile	Missed Call - Line Busy
Mark Humphreys (7908)	Missed Call

10 records

Manager-Secretary Working

When a user does not want to be interrupted, they can use the Manager-Secretary Working option. External calls are then directed to a colleague. However, to prevent important colleague calls from being missed, the user still gets internal calls.

Near-zero administration

Designed to ensure maximum performance for minimum effort, ContactPortal is simple to use and administered via a web browser. The system synchronises with almost any master directory, including MS Exchange and Active Directory. The overnight updates with the master directory mean ContactPortal is always up to date.

Tailored to meet your specific needs

- **Grammar Libraries** support unparalleled accuracy based on our extensive customer experience. Pre-empt variances in grammar, aliases or acronyms. Your SolutionCare maintenance contract includes grammar audits and recordings.
- **Directory Entity Templates** allow generic system settings provision for specific user groups. Using groups provides options for various classes of services. It also means you can make universal changes easily and quickly, including what numbers are available to call.
- **Extensive Audit Trails** and system monitoring reports are provided via the administration suite including utilisation, volumes responsiveness and accuracy.
- **Proven Reliable Hardware**, if required the solution uses powerful Intel® based server platform with RAID technology, or you can choose a virtualised option.
- **Centralised Health Monitoring** provides real-time hardware and software monitoring and facilitates Netcall's first-class proactive support.
- **Optional Call Recording** is available through our Liberty Converse solution.
- **Bleep integration with MeetMePaging** which removes the need for operators to wait for Bleep users to respond and provides the comfort messaging for the caller, resulting in fewer inbound calls for bleep requests.
- **Voicemail** the Messenger+ voicemail is tightly integrated with the platform.



Benefits for your multi-site Trust

For Trusts with more than one site, ContactPortal offers multiple interfaces allowing site specific greetings from a centralised system. Location based routing ensures callers are directed to the most appropriate site for them. For example, where a Trust has more than one accident and emergency ward, ContactPortal will use the callers CLI (Calling Line Identification) to route the call to their closest A&E. Where many sites are networked, ContactPortal can be provided as a networked solution, providing flexibility, whilst keeping optimum communications and bandwidth efficiency.

Protect your infrastructure investments

All Netcall solutions are designed for ease of use and administration. ContactPortal works in conjunction with your existing PBX using industry standard protocols DPNSS, QSIG and SIP. ContactPortal integrates with most third-party equipment including paging systems, call loggers, least cost routing and call barring on your PBX. The features have been designed to protect existing and future investments in your telephony infrastructure.

Join-up, join-up

Joined-up patient experience starts with a joined-up tech stack. It's a vendor-agnostic, easy to use way to connect your legacy infrastructure to your future. Full functionality requires that any device must have its own unique extension number.

Push the boundaries

Want to automate processes and ensure a seamless patient service? Combine your Liberty Converse with our low-code solution Liberty Create and dream big.

Converse helps you push the boundaries of patient experience. Create drives your digital transformation and helps you deliver exceptional patient service.

Take a deeper dive

Contact us today for a demo visit
netcall.com

Or call us on **033 0333 6100** and say
"Transforming Engagement"

