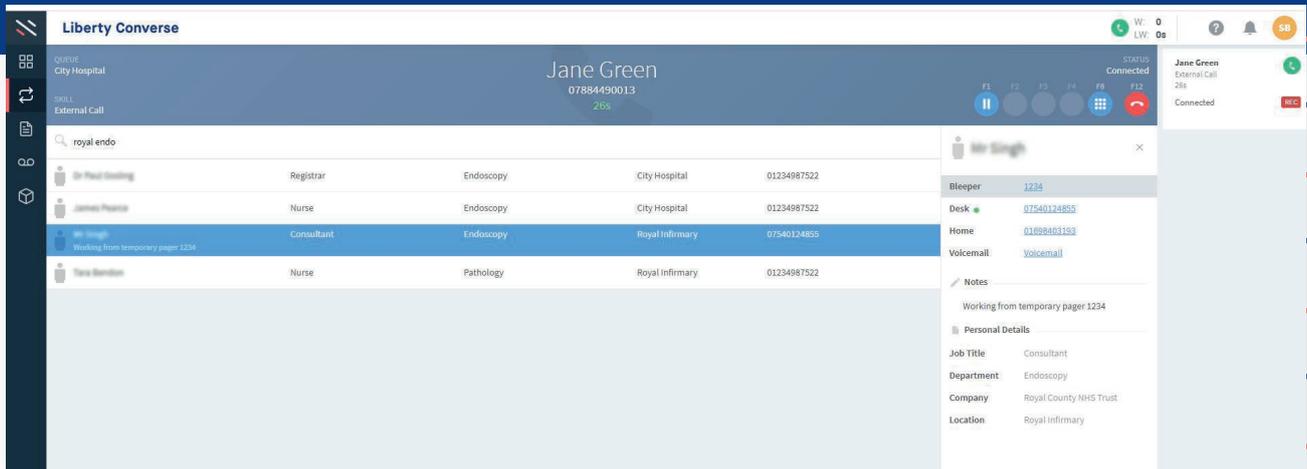




The Health Switchboard from Liberty™

Converse makes it easier for patients and staff to get in touch



Take patients off hold

Patients understand that hospitals are busy places but no one wants to sit on hold for thirty minutes just to ask a simple question. And priority calls need to be immediately directed. Netcall's Liberty Converse offers Hospitals a unique call handling combination to do both.

1. ContactPortal is our sophisticated switchboard bot that automatically answers more than 60% of calls. And it answers all your internal calls too.
2. Our contact centre technology then routes the remaining calls to our tailored switchboard or your booking centre.

“The greatest saving has been that we haven't increased the number of operators despite increasing call volumes. Additionally, the time saved by staff using ContactPortal and the associated savings are immense.”

Frimley Park Hospital

We've got your calls covered

Our switchboard bot quickly becomes a valued member of the team. Answering calls 24/7, it releases your operator teams to focus on urgent and complex calls or other admin tasks. It's packed with features - take a look at our ContactPortal feature sheet.

No more expensive console maintenance

Many consoles are end-of-life and cause telephony teams' headaches. Our bespoke switchboard function means your booking centre solution now does even more. Switchboard works from any location and any browser connected device. Teams can share job roles, so lone-worker or absences are easily covered. This is a feature rich, easy to use solution.

Advisors have one view, one log-on

Switchboard operators quickly and easily find and call contacts with a dedicated directory view. As a call arrives, the operator can see the contact name (if available), CLI, queue and skill. They can filter searches using multiple terms.

Take notes

Every contact or directory entity has its own contact card that details all contact methods. Operators can easily read, write and update notes about contacts. Contact cards are personalised and can be updated with details, like “Don't call direct, use PA” or “On maternity leave for next 6 months back Dec.”

Ex-directory numbers mean Clinical staff are contactable and their data is protected. So, everything is up-to-date and secure.

Full visibility and easy function keys

Operators answer inbound calls using the keyboard, function keys or mouse. Switchboard functions keys including hold/release, dial pad access, hang-up, blind transfer, cancelling transfers, toggling between callers, transfer destinations and 3-way conferencing and many more.

'Click to dial' outbound calling

Operators can use the same features to make an inbound or an outbound call. The experience is the same too. Full audit tracking and reporting is standard.

Do it your way

- Delegate access with tiered administration control
- Track user activity with a detailed audit log
- Report on what matters
- See real-time views of all activity
- Keep an eye on quality with our agent evaluation tools
- Use the integrated call recording for quality monitoring
- Be alerted to skill shortages during operator break times
- Add new functionality when needed.

Connect and conquer

Be customer centric, offer them a choice of messaging channels. Liberty Connect offers an efficient way to consistently manage messaging today and in the future. And use Chatbots too!

Bleeps for Medical staff

We offer two options for Bleep, MeetMePaging or Direct to Bleep (or 'fire and forget'). MeetMePaging means operators don't need to wait for Bleep users to respond. Callers hear comfort messaging for reassurance their call is being handled. This results in fewer inbound calls asking the switchboard for bleeps.

"The system is flexible and easy to use, manage and maintain. Converse also provides detailed reports and immediate visual information which helps us to proactively manage overall call handling."

Heart of England NHS Foundation Trust

'Camp on' releases operators to the next call

Switchboard indicates when an extension is busy. Busy extensions such as 'pathology' can have calls queued for them using the 'Camp on' feature. The operator can leave the call camped on waiting for the extension, so they're free to move on to the next call.

Quickly identify those priority calls

You are able to choose which calls take priority (and which can be interrupted). The operators are alerted even if they are on a call. They can then instantly switch to the priority call. The current caller is gently informed a priority call needs attention and is placed in a queue. The queued caller then waits for the next available operator, or for the priority call to be handled. When the re-queued call is answered the operator sees a clear notice that the call was affected by a priority call.

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 of your CX

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

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

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