

THE POWER OF SIMPLICITY:

Contact Wizard!

Omnichannel Solution

Manage inbound and outbound voice and web chat to the surgery through one portal.

Intelligent routing

Create VIP queues or prioritise patients with certain medical conditions or requirements, and choose who your patients speak to; maybe the receptionist who has been idle the longest or a specific member of the practice team.

Queueing with ring-back wizard

Create a virtual patient waiting room with signposting and surgery information, and allow callers to hold their position by requesting an automated front-of-queue call-back that presents to the receptionist in turn.

Integration

Connect with your clinical information system and take advantage of inbound contact recognition, patient record popping and the ability to quickly update records with the recipient's number. Outbound features including click-to-dial support your clinicians dialling out for triaging and appointments.

Automatic campaign dialling

Streamline flu season by utilising the system's auto-dialling feature to call through a list of relevant contacts with extendable wrap-up time in between calls.

Reporting and analysis

Access real-time and historic call monitoring and a full complement of management reports with unlimited wallboards included. You can also analyse call volumes and call-handler activity levels, and see and return lost calls.

Platform control

Use the easy-to-manage, intuitive portal to access and apply the features you need when you need them. Create users and update call routing as required. Toggle queues, open and closed, manually or with day/time scheduling including "Appointments full" messaging.

Facilitate flexible working

As this tool is web-browser-based, it can be accessed securely from anywhere with an internet connection, allowing your surgery staff to work from wherever.

What next?

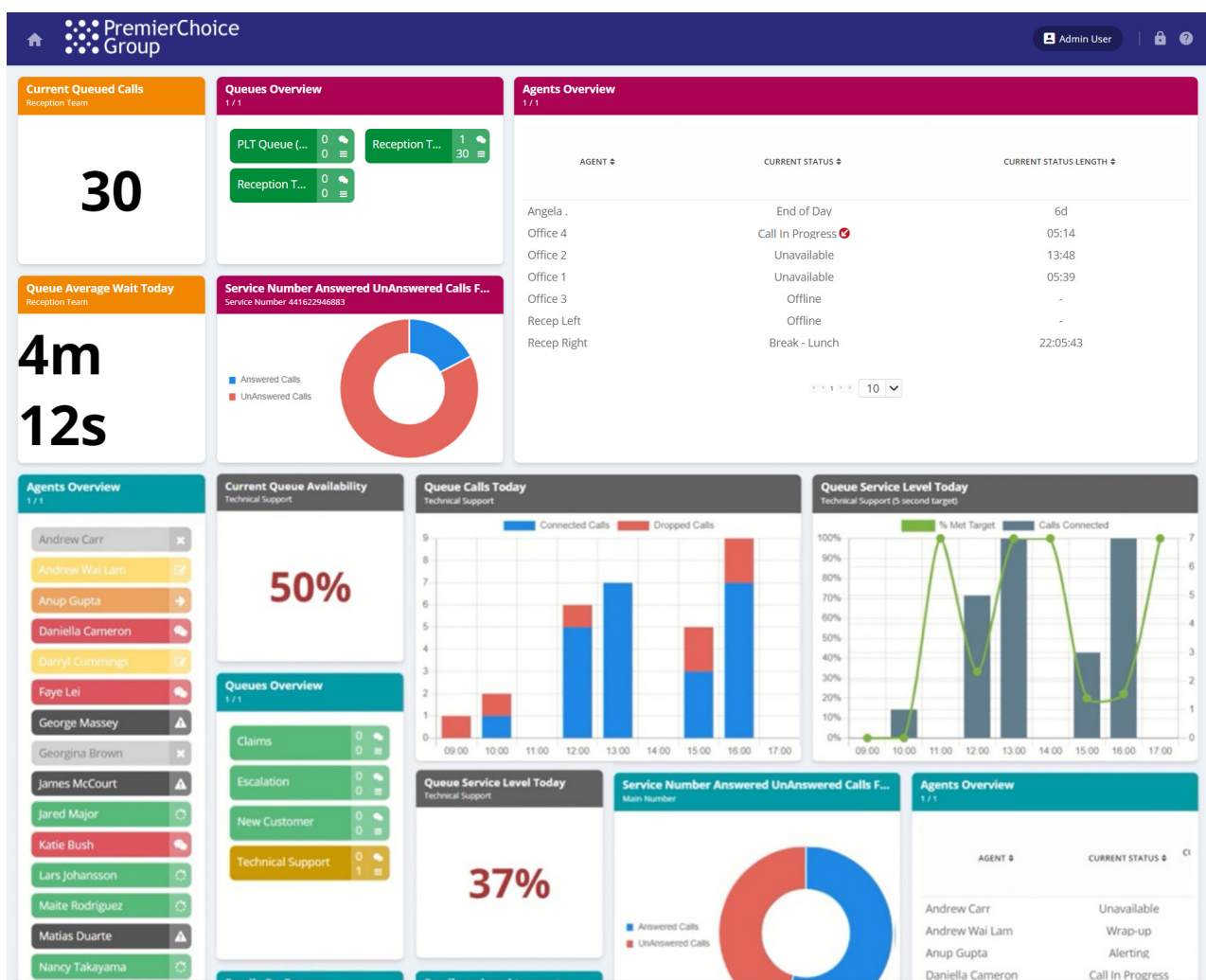
For more information call **0800 048 4666** or go to **www.premierchoicigroup.com**

Please do not be put off by the fact that you may be in contract with another supplier as we can work with you if you wish to improve your solution.

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Wallboards and Live Data



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