

SUCCESS STORY



Intensive Care for Hospital Call Centers

For more than 100 years, Adventist Hinsdale Hospital has provided superior health care with Christian compassion to residents in the several communities served. The hospital network is committed to delivering whole-person care, by creating an environment that promotes comfort and healing. Adventist Hinsdale Hospital's physicians, nurses, and staff are dedicated to bringing the finest medicine to these communities. The team uses the latest life-saving tools and techniques in their pursuit of improving lives and alleviating suffering. Many of the medical staff members hold teaching positions at premier medical schools and academic medical centers, and participate in medical research studies and clinical trials.

PBX Environment

- Avaya and Cisco Call Managers
- 123 agents at three sites

Needs

- Ability to record 100% of calls
- Comply with HIPAA regulations
- Manage service quality
- Provide agent training

Solution

TelStrat's Engage WFO including:

- Engage Record
- Engage Quality
- Engage Desktop Analytics
- Engage Encryption

Benefits

- Improved service with enhanced quality management and coaching
- Liability risk reduction with 100% recording
- Achieved HIPAA compliance with desktop analytics and encryption

THE CHALLENGE

Adventist Hinsdale Hospital in Hinsdale, Illinois was in a bind. The monitoring capability of their call center's existing recording solution was proving inflexible. And, once calls were recorded, storing the thousands of patient-related customer service interactions required extensive physical space.

THE SOLUTION

Hinsdale decided to work with Southwestern Bell Communications, the hospital's telecommunications provider, to assess the capabilities of several voice recording and quality management solutions that could meet the hospital's needs for call recording, service quality assurance, and regulatory compliance within their budgetary restrictions.

After an extensive evaluation, they determined that TelStrat's Engage WFO call recording, with its flexible monitoring alternatives, extensive recording options, and DVD storage or archived calls would best meet Hinsdale's requirements.

Engage WFO gives Hinsdale's Telephone System Department the quality management, coaching, and learning tools they need to effectively and efficiently provide appropriate contact handling skills training to the hospital's contact center agents and to evaluate ongoing performance.

"We put Engage in the call center, implemented full call recording, and had our call center in shape in less than two months," said Lynne Ho, Telephone Systems Manager. "It's been wonderful. We're very happy!"

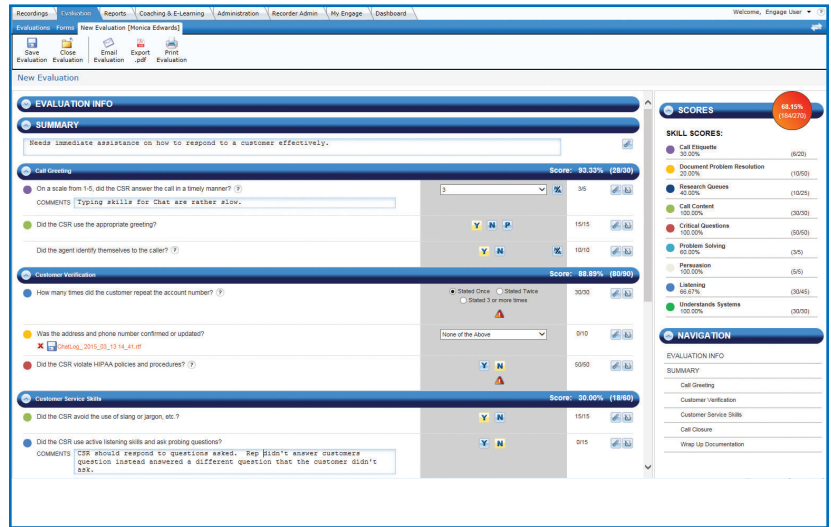
THE RESULTS

Hinsdale now uses Engage Quality for monitoring Quality of Service and determining merit raises for agents. Engage WFO also is enabling the hospital to record and monitor calls coming in on its main number, its information desks, as well as what Ms. Ho refers to as “overall help-me locations.” As she explains, “If someone gets wrong information, they say, ‘Well, the operator said so.’ By using Engage WFO we can to quickly determine where that call went in the hospital. This capability has made it much easier to improve our customer service quality by enabling us to promptly find and correct sources of incorrect information.”

Improved contact center management through implementing Engage WFO has optimized call handling at Hinsdale Hospital, bringing greater efficiency, better customer service, and increased success.

WHAT'S NEXT

As improvement in contact center productivity and service quality became evident, management is looking at other ways the Engage WFO tools can be applied to enhance patient services and medical staff communications across the hospital system.



Engage Quality Evaluation

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Lynne Ho, Telephone Systems Manager



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