

# Healthcare Contact Center

## Healthcare Contact Center

The Cisco® Healthcare Contact Center provides the essential set of contact center functionality – call processing, prompts and rich VXML scripting, voice response collection, agent selection, queuing, and reporting. With its controlled environment and well-defined configuration and deployment boundaries, the Healthcare Contact Center is a robust solution with high availability and solution serviceability. Additional benefits are simplified ordering and deployment rollout, a simplified installation process, easier operation and maintenance, and Unified CCE Web Administration, the streamlined, browser-based administration interface. Reference Figure 1 for a solution overview.

## Improving patient relationships

The Healthcare Contact Center provides a platform to improve communications with patients. Communications include scheduling appointments across the healthcare organization, providing language interpretation services, and patient outreach/follow up.

## Business benefits

- Improved access to care for patients
- Increasing patient satisfaction and retention
- Improve scheduling convenience for patients
- Improve access to education for patients
- Reduce re-admission rates in the facilities
- Improved patient experience
- Improve patient retention
- Reduce costs associated with costly disparate language services

## Solution capabilities

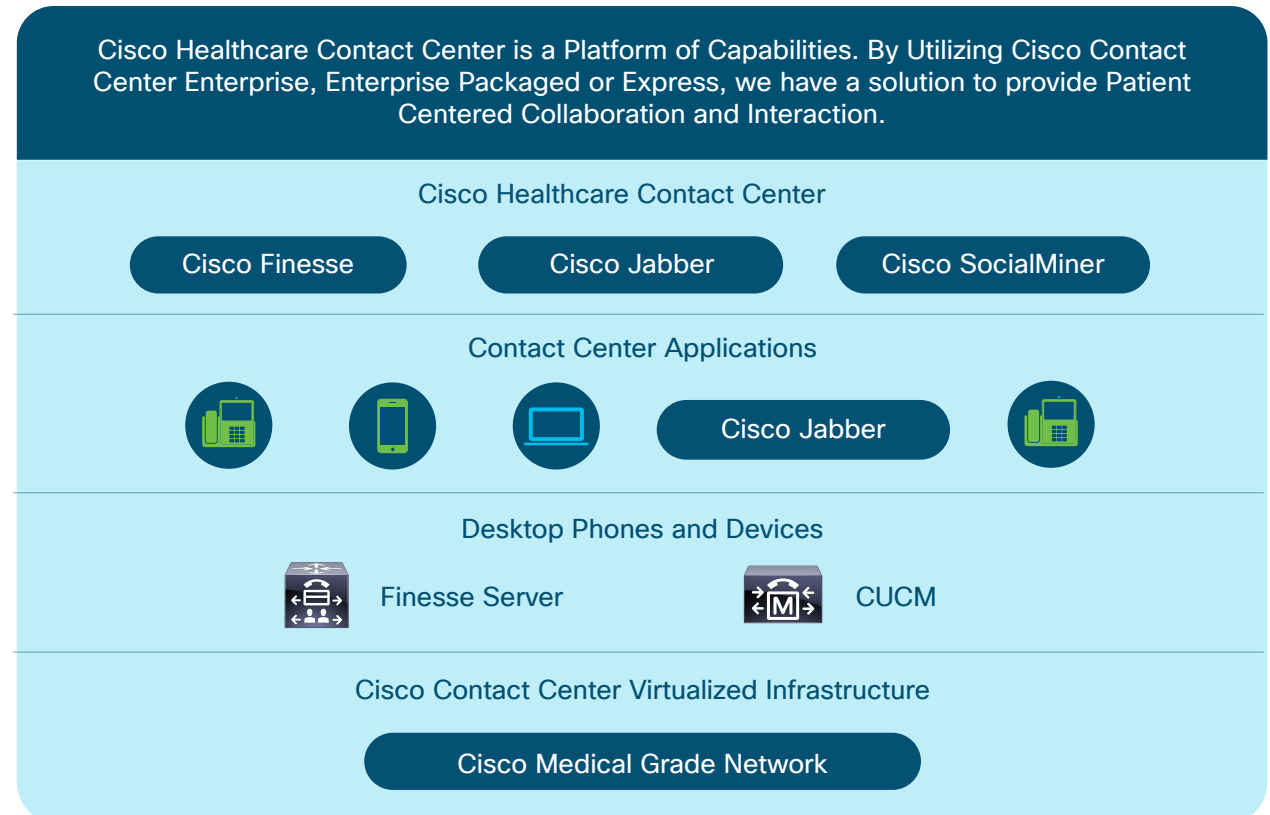
These integrated options and features are available on the Virtual Machines on the core servers:

- Agent Greeting
- Congestion Control
- Courtesy Callback
- Database Integration via Unified CVP
- Mobile Agent
- Outbound Option
- Post Call Survey
- Precision Routing
- Support for Back Office Phones
- Unified CM-based Silent Monitoring
- Unified CVP Reporting
- Whisper Announcement

These elective and optional features can be installed on separate servers on the same network:

- All Event clients (Recording, Wallboards, Workforce Management)
- Automatic Speech Recognition and Text-To-Speech (ASR/TTS)
- Customer Relationship Management (CRM)
- External AW-HDS-DDS for extended data retention period or 3<sup>rd</sup> party access

Figure 1. Healthcare Contact Center solutions overview



### • Cisco Unified Customer Voice Portal

Cisco Unified Customer Voice Portal combines open-standards support for speech with intelligent application development and industry-best call control to deliver personalized self-service to callers, either as a standalone Interactive-Voice-Response (IVR) system or transparently integrated with a contact center.

### • Cisco Unified Intelligence Center

A flexible and intuitive web-based reporting platform, enabling easy reporting on relevant business data. Unified Intelligence Center provides a dashboard-based canvas for grouping multiple reporting objects together, offering a comprehensive view of contact center statistics at a glance.

## Solution overview

Healthcare Contact Center delivers intelligent contact routing, call treatment, network-to-desktop Computer Telephony Integration (CTI), and multichannel contact management over an IP infrastructure. It combines multichannel Automatic Call Distributor (ACD) functionality with IP telephony in a unified solution, enabling your company to rapidly deploy a distributed contact center infrastructure.

- **Cisco Unified Communications Manager**

As the core of the Cisco Collaboration portfolio infrastructure, Cisco Unified Communications Manager is a unified communications call control platform that can deliver the right experience to the right endpoint.

- **Cisco Finesse**

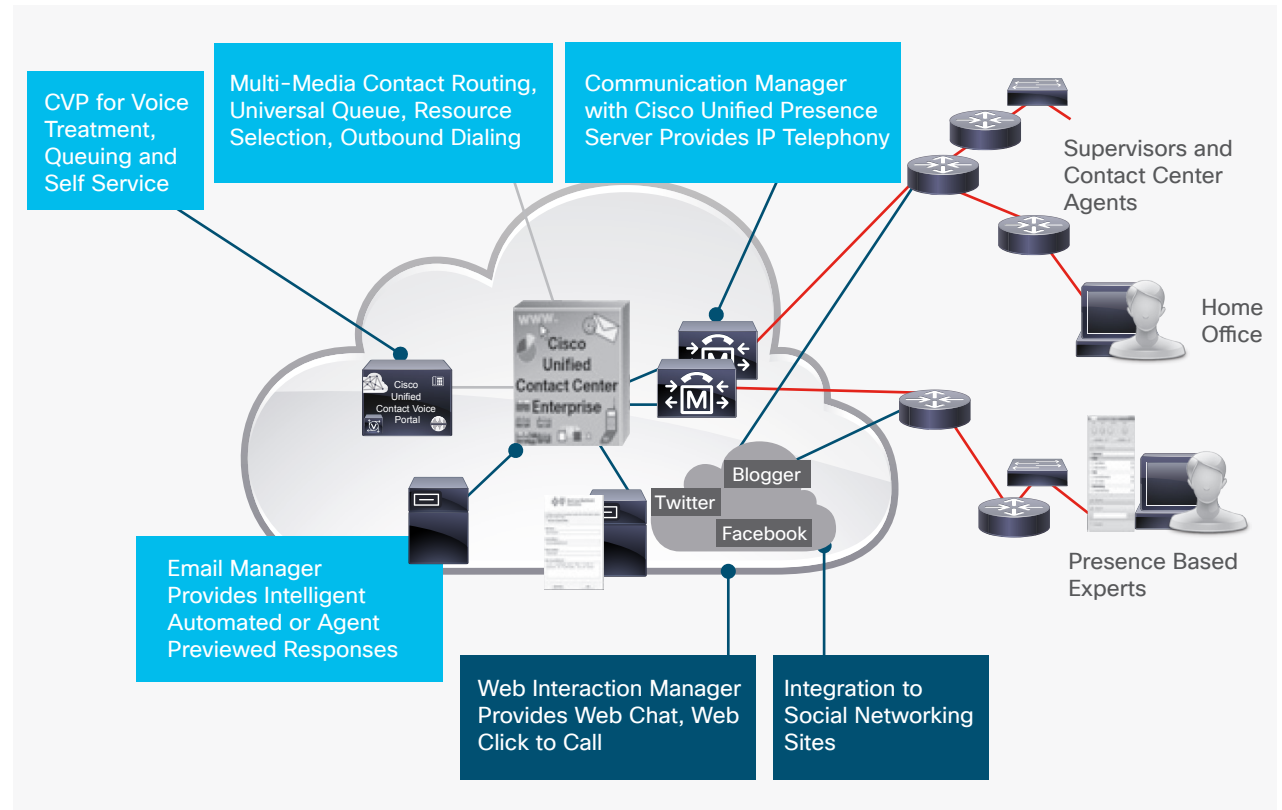
Cisco Finesse is a next-generation agent and supervisor desktop designed to provide a collaborative experience for the various communities that interact with your customer service organization. It helps improve the patient experience while offering a user-centric design to enhance customer care representative satisfaction as well.

Capability	Benefits
<b>Open systems</b>	Takes full advantage of industry-standard hardware platforms, giving the benefits of many software functions at a modest hardware cost. The open architecture of the system can integrate with existing contact center solutions, preserving investments in traditional systems and providing platform for future applications.
<b>Scalability</b>	Scales from small, single-site deployments of a few agents to, distributed deployments that support 1,000. Because the Cisco Unified Contact Center Enterprise architecture is software-based, the system scales easily without causing obsolescence of any components. The solution is designed to accommodate changing contact center environments.
<b>Security</b>	Supports the latest in security and data integrity features and solutions. When deployed, the application servers are hardened to reduce the attack surface and system vulnerability.

## Why Cisco

Cisco builds on architecture foundations providing solutions that scale and have the flexibility to meet a range of requirements customized for your environment. The Cisco Virtual Patient Observation solution takes advantage of the existing investments of the facility, including the IP network and Cisco Unified Communications.

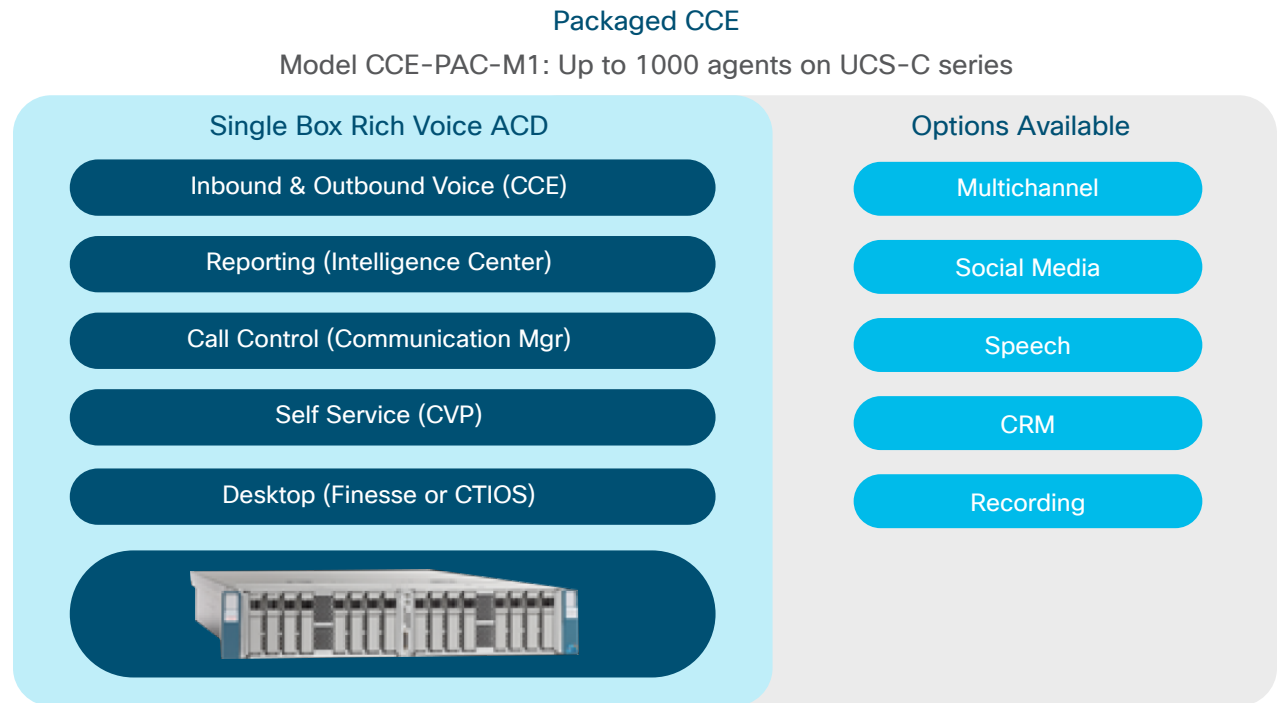
Figure 2. Solution architecture diagram



## Next steps

Contact your Cisco Account Manager or Partner for more information. To learn more about how Cisco empowers healthcare innovation, please visit [cisco.com/go/healthcare](https://cisco.com/go/healthcare)

Figure 3. Products used



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