ISI
Infortel Select

Gain complete patient journey visibility with zero calling blindspots

Improve patient call experience with Infortel Select's powerfully smart CDR reporting and analytics

Problem:

Voice calls are crucial in healthcare, from inbound patient inquiries to discharge calls that are essential for improved patient satisfaction and well-being.

UC and telecom platforms generate call detail that can reveal healthcare employee call productivity and directly impact patient experience, but they do not give you the analytics to get to the root of the problem.

There's a lot left hidden. Does your healthcare organization know your patients' complete journey?

Click to Learn More

Solution Overview:

Infortel Select delivers business value across your entire healthcare organization. Understand your communications processes from your patients' points of view. Identify the most important touchpoints and measure ongoing performance. Link improvements in calling with desired patient outcomes. Monitor call volumes to ensure you are appropriately staffed, and use untapped call data to see complete call path, *gaining "call center" like metrics without the expense and complexity of a full-fledged contact center.*
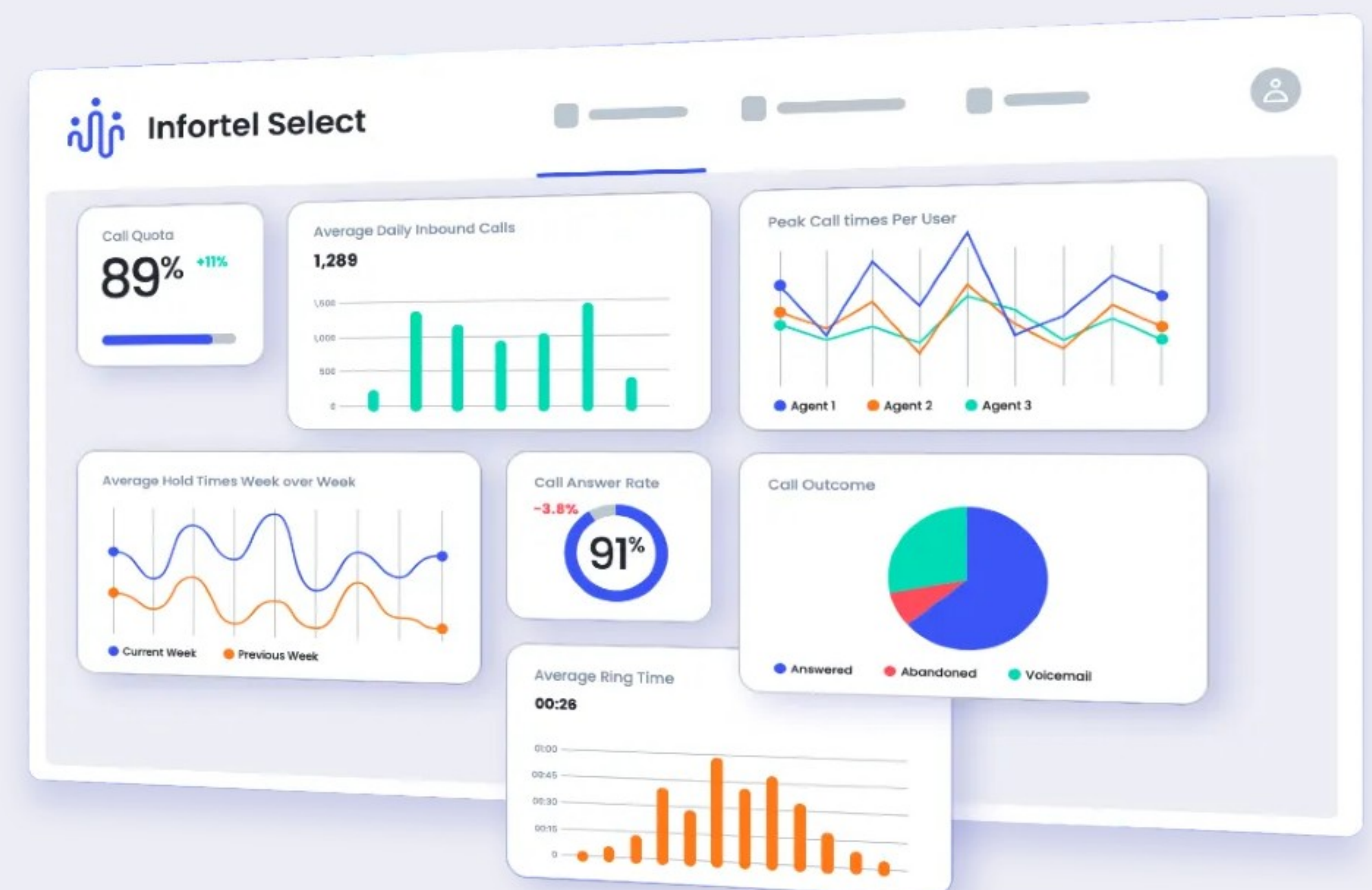
Key Infortel Select Benefits

• Customizable dashboards tailored to each department leader and their team's activity

• See call counts and durations for your patient call touchpoints

• Identify peak traffic times, ring time, abandoned calls, and staffing needs, so your patients get answers, not long hold times

• Contact center-like reporting for Hunt Groups, Native Call Queuing, and Call Queues   (Platform-specific feature)

• Satisfy Medicare, FDA, and other regulatory requirements for timely patient communications

• Gain inbound, outbound, internal, and transferred calls visibility

• Complete cradle-to-grave caller experience level visibility from multiple call segments on a single report for easy investigation into call flow   (Platform-specific feature)

• Inbound caller-ID and integrated reverse number lookup allow ad hoc search inquiries

• Ranking and exception reporting to flag leaders and laggards

• See which agents within a hunt group or queue are actually answering the calls

• Department-level reporting to provide managers with summary stats or call detail on their employees

• Organizationally based security for controlled visibility

Connect with us for a demo today and see how to gain total visibility into your patients' journey