

Optimize the Performance of Your Call Center with a Healthcare Analytics Solution

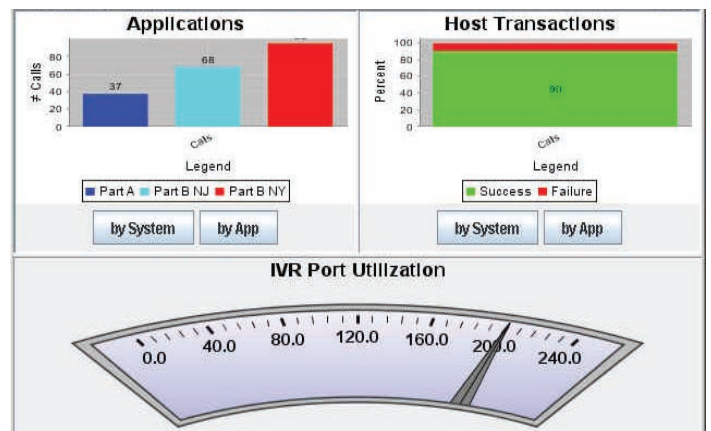
The Healthcare industry is subject to some of the most rapidly changing conditions in the call center and customer service landscape. Healthcare Insurance providers must scale to meet the growing demands of their expanding provider network and beneficiaries while exceeding their own business goals. As these pressures increase, healthcare providers must also improve call center productivity and reduce costs. Information provided by real-time and historical analytics, driven by statistics and reports, are critical to the decision-making process and ultimately to the success of the call center.



THE HEALTHCARE ANALYTICS SOLUTION

MicroAutomation's Healthcare Analytics Solution includes:

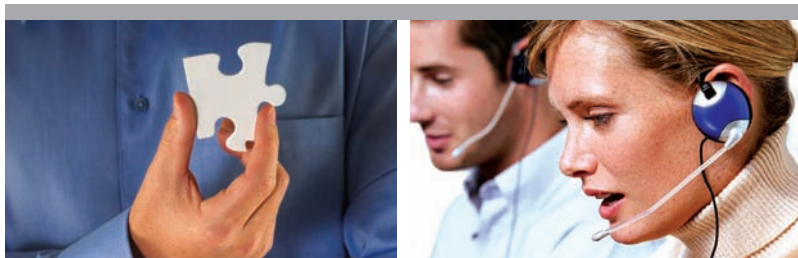
- A Performance Module to track caller activity and service level performance
- A Solution Monitoring Module to monitor all your automated systems and even live agent performance and real-time status to maximize efficiencies
- A Continuous Improvement Module to pinpoint caller and system issues and provide the necessary data to develop enhancements and measure exactly how the enhancements perform
- A Trend Analysis Module which provides year-to-date information on call volumes, IVR port usage or any metric of your choosing
- Historical and real-time analytics reporting capabilities to track performance both past and present
- Graphical displays interpreting critical data into information for more-informed business decisions
- Easily tailored solutions leveraging your existing contact center infrastructure with 24x7 support available from the MicroAutomation Professional Services team



HEALTHCARE ANALYTICS SOLUTION BENEFITS

A MicroAutomation Healthcare Analytics Solution allows you to optimize call center performance, maximize efficiency and enhance customer service. MicroAutomation has an extensive history of providing solutions which:

- Improve call center processes and reduce costs
- Provide the tools to monitor and evaluate the effectiveness of live agents and the efficiency of your automated applications
- Ensures that your call center meets your customer service targets
- Trace calls from inception to completion
- Empowers call center management with crucial information for improving performance



HEALTHCARE ANALYTICS MODULES

A MicroAutomation Healthcare Analytics Solution may include reporting capabilities from one or all four modules:

Performance Module- empowers Healthcare providers with weekly service level reports. Reports may include:

- Call Summary Report
- Custom report development available

Solution Monitoring- provides real-time and historical internal reporting capabilities for operational assessment

- IVR Port Utilization
- Application Failure Report
- Custom report development available

Continuous Improvement (CI)- enhances automation by identifying areas for improvement and features graphical displays for each report which can be represented in an Analytics Dashboard

- Completed Transaction Summary
- Failed Transaction Summary
- Custom report development available
- Provider Failed Transaction Report
- Host Transaction Failure & Analysis Report
- Call Detail & Trace Reports
- Menu Hits Report
- Custom report development available

Trend Analysis - delivers year-to-date information on the number of ports used and call volume totals, providing valuable information to help improve efficiencies

- IVR Port Utilization
- Application Utilization Report
- Custom report development available

ABOUT MICROAUTOMATION

MicroAutomation is a leading systems integrator offering an extensive range of call center technology solutions and professional services. Since 1991, MicroAutomation has designed, developed, and implemented solutions worldwide in a wide variety of industries, such as Healthcare, Utilities, Emergency Services and Government. We specialize in implementing Self-Service and Call Control applications, as well as providing comprehensive Analytics and Reporting solutions to enhance the overall caller experience. The call center technologies implemented by MicroAutomation improve millions of customer interactions every day. MicroAutomation solutions help companies maximize the efficiency of their call center infrastructures and empower their customer service strategies. MicroAutomation is a privately-held corporation headquartered in Manassas, Virginia.

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