

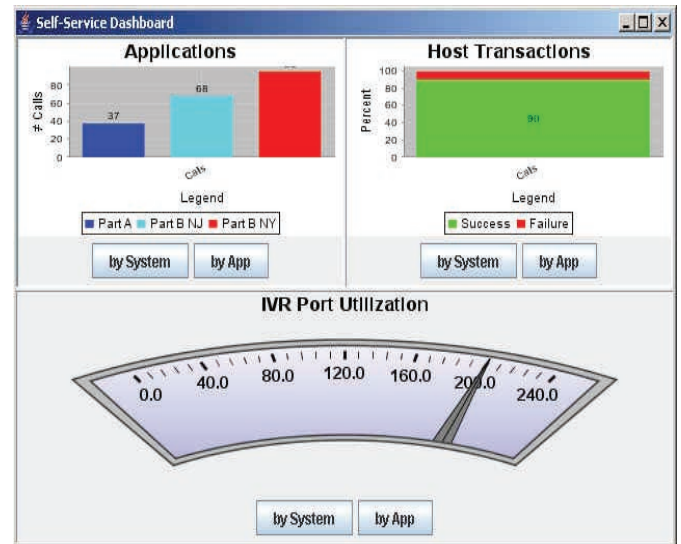
Optimize the Performance of Your Call Center with a Medicare Analytics Solution

Medicare providers are subject to some of the most demanding and rapidly changing conditions in the contact center and customer service landscape. Medicare providers must scale to meet the growing demands of their customers and beneficiaries, meet increasingly stringent regulation and exceed their own business goals. With these increasing pressures, healthcare providers must look to improve productivity and reduce costs. Real-time and historical analytics, driven by statistics and reports are critical to the success of the contact center.

THE MEDICARE ANALYTICS SOLUTION

MicroAutomation's Medicare Analytics Solution includes:

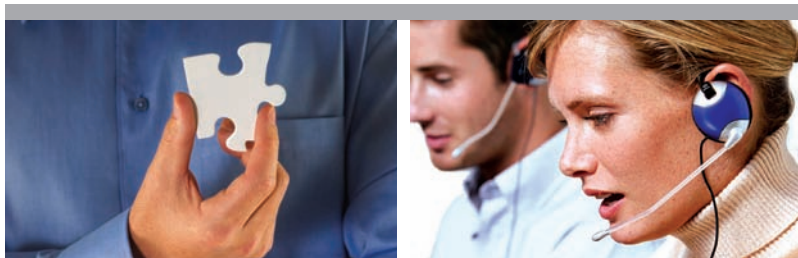
- Compliance reporting tools to track caller activity and provide documentation that demonstrate the achievement of service levels
- Solution Monitoring reporting tools for quality monitoring of automated systems, live agent status and performance to maximize efficiencies
- Continuous Improvement tools to pinpoint caller and system issues and provide the necessary data to develop enhancements and measure exactly how the enhancements perform
- Trend Analysis tools provide year-to-date information on call volumes and IVR port usage
- 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 solution leveraging your existing contact center infrastructure with 24x7 support available from the MicroAutomation Professional Services team



MEDICARE ANALYTICS SOLUTION BENEFITS

A MicroAutomation Medicare 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
- Enable an extensive analysis of your call center performance
- 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 and provides reporting capabilities for compliance obligations
- Trace calls from inception to completion



MEDICARE ANALYTICS MODULES

A MicroAutomation Medicare Analytics Solution may include reporting capabilities from the following modules:

Compliance Module- empowers CMS contractors with weekly reports for service level compliance. Reports may include:

- Call Summary Report
- Custom report development available

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

- IVR Usage 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
- Provider Failed Transaction Report
- Host Transaction Failure & Analysis Reports
- 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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