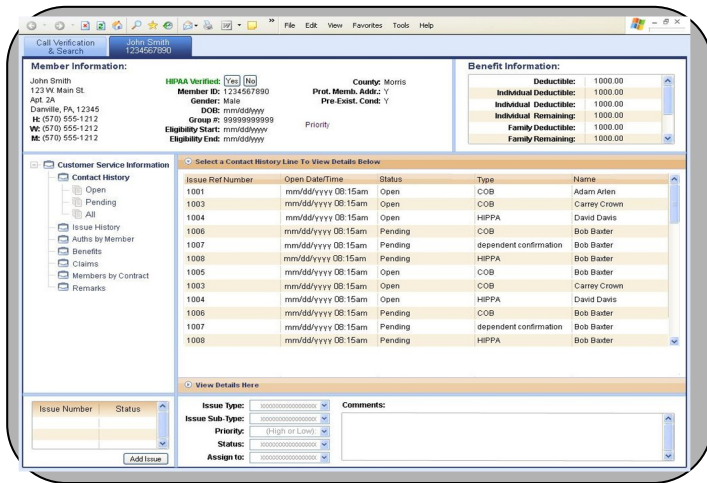


Case Study: Health Care Consolidated Customer Service Desktop



To improve contact center efficiency, ValueWise helped:

- Design, develop and deploy a web-based customer service application.
- Reduce average handle times by consolidating most frequently needed information within a user-friendly desktop interface,
- Enable the client to sunset outdated "green screen" customer service systems, and
- Establish a scalable technology infrastructure which will support the client's future growth.

CHALLENGE

A regional health care provider used multiple "green screen" customer service systems resulting in disjointed customer service reporting, limited IVR integration, manual tracking and assignment of issues, and limited ability to enhance systems without causing breakage.

SOLUTION

VWC designed, built, and deployed a web-based customer service application, which was architected in a highly scalable fashion to easily allow future enhancement. The new application integrated with the client's current data sources and created a Customer SQL DB for new data captured.

RESULT

To-date, the client is experiencing a 5% gain in efficiency. With additional integration to primary systems, the client expects an improvement of 20% through one-call resolution and reduced average handle times.

ARCHITECTURE

Javascript utilized to create the browser-based user interface

SQL Web Services, C# leveraged for the middle tier

RSA ClearTrust provide single sign-on

Integrated with client's current data sources and created a Customer **SQL DB** for the new data captured.

