

Intranet Portal Development

Intetics automates business processes for a healthcare call center

Client

Florida based healthcare call center and answering service provider handling an average of 3 million calls each year.

Challenge

The client had a call center of over 60 full time call center operators taking in various types of calls. The company had an established intranet environment for automating some of business processes. Still, they needed to develop certain intranet sites to facilitate call data collection and analysis.

There were the following areas requiring automation:

- converging callers personal records into one centralized database;
- creating intranet resources to enable call center operators capture electronic data for the following call reasons: clinical trial participation, doctor referral, registering for a medical event;
- creating tools to review call data reports both via a browser and via regular email;
- creating a permission model to provide an adequate access level to call center operators, supervisors and for representatives of external clients outsourcing call center function.

Thus, the project objective was to automate a number of business processes that previously used paper data only.

Solution

To fulfill the needs of the client, Intetics has designed an internal portal implementing several business processes in need of automation. The portal was designed with the further extension in mind so that new resources could be added as easily, as existing ones could be changed or removed. The portal was implemented in a secure intranet environment and was remotely deployed and tested before launch. Call center analysts used the configuration utility to adjust the workflow and create a number of predefined questionnaires that were used afterwards as the primary guide for call center representatives.



▣ **Technologies Utilized**

- .Net Framework 1.1;
- Visual Studio 2005.



▣ **Results**

The portal was launched and became a primary tool for call center operators to accept calls on several target call reasons, guide the caller through the questionnaires and easily collect all data in digital form. The reporting capabilities were used by supervising staff for reviewing and analyzing the callers data.

The intranet portal became an innovative solution that helped the client stay a leading Florida healthcare answering service and was featured on a local TV channel.

Further information and other case studies can be found on our website at www.intetics.com

