



Case Study York Region EMS

Challenge

- Provide automated solution to replace error prone and expensive manual call-outs for overtime and shift scheduling. Automate inbound next shift confirmation calls. Integrate with 100% audit trail for non-repudiation.

Solution

- An IVR solution for self-service complete with iceAgent based ACD for agent-assist with 100% call recording, 100% reporting of all automated outbound call results

Benefits

- Reduction in union grievances
- Reduced overtime to manage staff scheduling
- Reduced staffing to managing call-ins/call-outs

About ComputerTalk

ComputerTalk is the voice solutions specialist, where one spoken command gets callers where they need to go. Founded in 1987, we provide integrated communication solutions for contact centers, enterprise, and Government agencies worldwide.

With hundreds of Microsoft-powered installations delivered on Intel hardware, our applications range from virtual networked CTI, to seamlessly blended agent-assist, to self-service. With 2,000,000 calls outsourced each month in hosted services, our secure multi-modal voice and data applications keep callers connected while on the go.

Built on VXML, SALT, next generation VoIP/SIP, TDM, or wireless technologies, our custom and pre-packaged voice solutions increase customer satisfaction and loyalty, generate higher revenues, reduce costs, and improve security. For more information visit www.computer-talk.com or call 1 800 410 1051.



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