

Solution Description –

Cloud Advanced Telephony and Contact Centre Service. Designed from the ground up for UK Primary Care and Healthcare

Benefits to Patients

- Managed queues with unlimited recorded information
- Call-back option to avoid queue waits
- Options to self-serve for some common needs

Benefits to Practice Managers and Receptionists

- Real time view of staff availability and access demand
- Rules based and manual control of group membership
- Immediate access to call flow changes and patient messaging
- Patient identification and screen pop reduce call handling time
- Calendars and mode switch automatically change patient call flows

Benefits to Clinicians

- Desktop tool for single click patient contact
 - Phone, Video, SMS and Photo request
- Automatic or manual file of comms to patient record
- Management of appointment lists linked to EPR

Benefits to PCNs, ICBs and NHS

- Scales to multi-practice environments
- Incorporates staff mobility for work-anywhere
- Route to scale historical performance data/dashboards

Key Features

- Intelligent call queues, queue position, playlists
- Patient call back option with retries
- Automatic call distribution, skill based, priority and overflow routing
- Patient self-routing to alternative teams and resources
- SMS links to patient from call flow for data collection and OC
- Option to check, cancel, book appointments with EPR integration
- Desktop tools for single click patient access
- Video calls with switch to video mid phone call
- All patient comms rolled up into EPR Consultation Record
- Option to store in/out call recordings to consultation record
- SMS on demand with template and save to record
- Real time and historical reports across practice or estate

Interoperability –

- EMIS Web
 - EMIS Community
 - TPP SystmOne
 - Cegedim Vision (awaiting update from Cegedim for full integration)
- API Access is available for embedded data controls and integration with other systems.

Implementation –

Softphone Only Implementation

- Service build time scale typically 5-10 working days
- Number porting 10-20 working days
- Number allocation from range 5 working days

Delivery of services on X-on Supplied Broadband

- Contract to go live 10 weeks encompassing:
 - Site survey
 - Cabling
 - Handset installation and provisioning
 - Go-live planning and on-site engineer support

Delivery on COIN or HSCN Connectivity (scale only)

- Implementation subject to project plan
- Dedicated Project Manager
- LAN Cabling or Daisy Chain options

Training Services

- Remote training courses (3) conducted prior to go-live
 - Reception staff
 - Clinician
 - Manager
- Additional on-site/remote training at a cost
- Full suite of self-training material, videos etc

Service Level Agreements –

Service Availability

- 99.9% SLA without critical incidents
- Deployment on 3 redundant UK Data Centres
- Mobile backup for site connectivity failures

Customer Service

- Telephone Support 24/7/365 for critical incidents
- Telephone Support 08:00 - 18:30 for all assistance
- Online support portal for ticket management
- Assigned Customer Relationship Manager

Minor Problems

- Report via the X-on Support Portal or report by phone in working hours
- Time to respond 4 working hours: Time to fix 5 working days (hardware)
20 working days (software release)

Serious Problems

- Report via the X-on Support Portal or report by phone in working hours
- Time to respond 1 working hour: Time to fix 2 working days

Critical Problems

- Report via the X-on Support Portal and then follow up by phone, quoting the ticket number, to in working hours
- Report by phone to duty engineer at all other times
- Time to respond 15 minutes: Time to fix 8 working hours

Introductory video

<https://youtu.be/TqfHRknFk6k>