**Call-Center on Mobile for Clinics**

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Abstract

At the present, the clinic usually uses traditional ways to receive the call, that is hiring a switchboard operator. But, that solution has a few problems such as missed call or receive the wrong information. So, the use of switchboard operator to received call do not high efficiency.

Another way to solve this problem for the clinic is Call-Center, the clinic will rent the traditional Call-Center to receive the call from patients. In this method, Call-Center will provide more professional service for the clinic, but the cost is quite expensive and it is hard to exchange appointment information for the clinic.

That is the reason why we decided to build an automatically Call-Center system to save time and cost for the clinic. When there is a call from the patient, the system will pick up the call automatically, receive information and schedule appointment for the patient. And then, the system will send SMS for the patient when the appointment is due. The clinic just accesses the system to view all schedule appointment. Our system also allows patient book appointment via SMS like the way above.

Keywords: Automatically Call-Center

1. Introduction

In this document, we introduce about Automatically Call-Center. The automatically system provide booking appointment services via SMS or call.

1. Problem and Solution

When we start to identify problems and find the way to resolve them, we found many difficult things. We decide to use smartphone as a switchboard to receive and answer call. We try on both Android and IOS but as we know that, take the privilege of system phone is really hard things. We try to root Android system and jailbreak IOS to take that privilege but it still not worked correctly. And event after many hours research we find the way to done the first step is auto pickup phone call (only working on Samsung’s device). We instantly face with another problem, we cannot send voice answer when we are receiving the call. So, we fail on that way.

After that, we trying to use the third-party hotline to receive incoming call and SMS and then transfer information about the call and SMS to our Hotline server. Next step, hotline server should process that data and schedule appointment.

In the detail, when a patient calls to the third-party hotline, we play a greeting message to the patient and start recording, the patient speaks out their name and hang up. At that time, third-party hotline stop recording, save the record into a file and transfer to our hotline server. Next step, hotline server translates patient name from a recorded file to text and schedule appointment base on patient’s name, phone number.

1. Plan Implementation