



Contact Center Solution for COVID-19 Vaccine Administration



Healthcare providers need state-of-the-art contact center capabilities to manage call volumes and inquiries from patients seeking information on COVID-19 vaccine availability and appointments.

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Claro talkdesk
Enterprise Solutions

Challenge

Healthcare providers are scrambling to meet urgent demand for the COVID-19 vaccine. With confusion around guidelines and standards regarding eligibility, as well as vaccine types and availability, providers have been besieged by inquiries and requests for appointments and updates. To compound the challenge, many inquiries involve complex scheduling logistics or medical questions. In many cases, customer service organizations haven't been able to keep pace with the unprecedented call volumes. As a result, consumers endure long wait times, lack of answers and a frustrating experience. Given the critical nature of the pandemic and the urgency around vaccinations, negative impressions will surely be lasting.

Solution

Through our partnership with Talkdesk, we are helping healthcare providers offer patients a faster, smoother and more transparent experience. [Talkdesk's Cloud-based contact center solution](#) integrates best-in-class tools and applies optimized workflow and quality management processes. Solutions can be deployed in as little as 24 hours and integrate with existing technology, and are equipped to handle record call volumes as well as intense spikes in demand. Data integration supports simplified processing and proactive engagement with vaccine recipients. AI-enabled chatbots address basic questions and concerns and provide quick access to human agents when prompted.

As a value-added reseller, Claro Enterprise Solutions enables easy integration with a wide range of out-of-the-box and custom applications in the customer's environment. Additional benefits include advanced functionalities such as Workforce Management, Quality Management, Voice and Screen Recording, along with compliance with HIPAA industry standards. A Global Network Operation Center with dedicated incident and service managers delivers 24x7x365 coverage for customer support.

Benefits

Our solution offers healthcare providers a better way to manage the vaccine administration process, communicate with patients seeking vaccines and deliver a more effective, efficient and positive experience. Specific benefits include:

- > Data integration provides agents with insight into patient records and real-time access to patient information and accounts.
- > AI-enabled chatbots address basic questions and concerns.
- > Manage high call volumes as well as spikes to support a convenient and seamless experience.
- > Call center functionality plugs seamlessly into a wide range of standard and customized customer applications.
- > Advanced management and quality functionalities are fully compliant with HIPAA industry standards.
- > A Global Network Operation Center with dedicated incident and service managers delivers 24x7x365 coverage for customer support.

Call-outs

1. "Healthcare providers are scrambling to meet urgent demand for the COVID-19 vaccine."
2. "AI-enabled chatbots address basic vaccine questions and concerns and provide quick access to human agents when prompted."
3. "A better way to manage the vaccine administration process and deliver a more positive experience."