

Client



Project

Virtual Contact Center

Project Gestalt Scope

- > Defined solution architecture
- > Managed app development
- > App testing and rollout
- > Developed process for bringing call center customers on board
- > Led affiliate on-boarding
- > Gathered and documented processes and business rules for participating affiliates

Technologies

- > Ruby on Rails
- > NextGen
- > eMedsys

Solution

PPFA developed a centralized appointment-making call center for participating affiliates. These affiliates face wide variation in regulatory requirements, operate with their own practice standards, and react to the preferences of their own providers. Affiliates operate independently and each chose their own practice management/health record system.

In order to support the centralized appointment-making function, PPFA developed the VCC web application that prompts agents based upon affiliate-specific scripts and includes system interfaces with the variety of practice management/ health records.

Key features include:

- > Common appointment-making user interface for agents regardless of the affiliate systems
- > Presents only relevant appointment slots by considering regulatory rules, practice standards and provider preferences
- > User view that allows simultaneous consideration of proximity, timing and price of available appointments
- > Workflow definition scripting language for rapid development of affiliate-specific call flows embedding business rules
- > Flexible content management system with multiple-language support
- > Integration retains HIPAA logging at affiliate system

