# zipari

SERVICE CENTER

Create the most efficient and empowered customer care teams with the industry's leading call center technology

Deliver efficient customer service with a single solution; enabling your employees to focus on navigating customer relationships -- not applications. Zipari's Service Center is an out-of-the-box call center solution, designed specifically for health plans to automate workflows, streamline call center operations, and improve customer experience.

Fueled by Zipari's proprietary CX Engine and predictive analytics, the Service Center gives customer service representatives (CSRs) immediate access to a unified view of all customer data and interactions. It can be paired with actionable recommendations to resolve administrative issues across the organization.

Service Center enhances your existing CRM tools by aggregating current, but previously unavailable, data sources for deeper customer service insight. New robust customer information and visualizations elevates the performance potential of every CSR.

The call center can make or break customer experience and brand perception. With easy access to information and problem-solving tools in one, intuitive interface, CSRs become empowered to deliver the concierge model, linking customers to the right service at the right time, improving health outcomes and revenue.
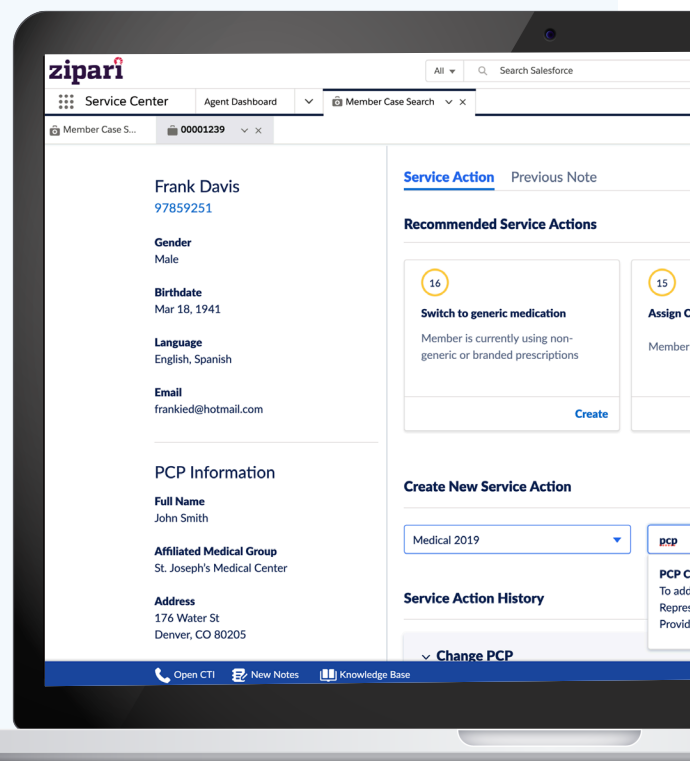
FEATURE HIGHLIGHTS

» **Automated and industry specific workflows** reduce call times and improve customer satisfaction by providing CSRs with a consistent way to manage customer requests and profiles

» **Seamlessly integrates with your CRM technology** without the need to rip and replace, saving time and money

» **30+ prebuilt workflows** address most common service interactions, such as benefit details, ID card replacement, claims inquiry and appeals, authorizations and referrals, and are easily adapted to your processes and call scripts

» **Universal access** to customer interactions across the entire organization; from customer service, to provider relations and care management teams, enables comprehensive 360 view of the member to enable better member insights and services

» **Real-Time operational reporting and metrics** pull data from all customer types, members, prospects, brokers, and providers, creating a comprehensive data source for informed organizational strategy

THE ZIPARI VALUE

| CUSTOMIZED BRANDING | HIGHLY CONFIGURABLE | FULLY INTEGRATED | FAST AND EASY IMPLEMENTATION | SECURE AND COMPLIANT |

Learn more at Zipari.com or to schedule a demo, send an email to **info@zipari.com**

Zipari is the only consumer experience technology company to exclusively specialize in health insurance and offer native understanding of the industry, which means we instinctively understand our clients' goals. Our product and solutions are built specifically to address the challenges and pain points of all lines of business, including Medicare Advantage, Individual, Small Group, and Large Group.