THB Call Centre Ticketing

Objective

THB Call centre ticketing product has been built for call centres of large healthcare providers. Presently it is being used at some of the very large providers in India and South Asia. This product has been built to provide a personalised experience to patients and make call centre agents more informed and empowered with data and insights.

Major features of the product are as follows:

1. Request Aggregation: This product aggregates requests across 20+ sources which are relevant to the providers. Today in most hospitals, opportunities from these 20+ sources are managed in excel files across 10+ departments. This product becomes a single source of truth for all patient requests and through roles and permissions based workflows, patient requests are assigned to the right team and agents

2. Patient one View: Powered by Data lake, this patient one view provides a comprehensive view of the patient to the call centre agents. This patient one view helps the agents provide a very personalised experience to their patients by providing through most important insights and data points

3. Incoming and Outgoing telephony: THe product is integrated with a cloud telephony solution and works seemlessly for both incoming and outgoing calls

4. Analytics and ROI: Product provides a detailed analytics on SLAs, agent productivity, ROI and conversion rates