Enghouse Interactive | TECNOLAB MEDICINA DIAGNÓSTICA

CCaaS: The answer when it comes to improving patient care

Unified Patient Experience

EnghouseCCaaS

Voice IVR

WhatsApp

WebChat
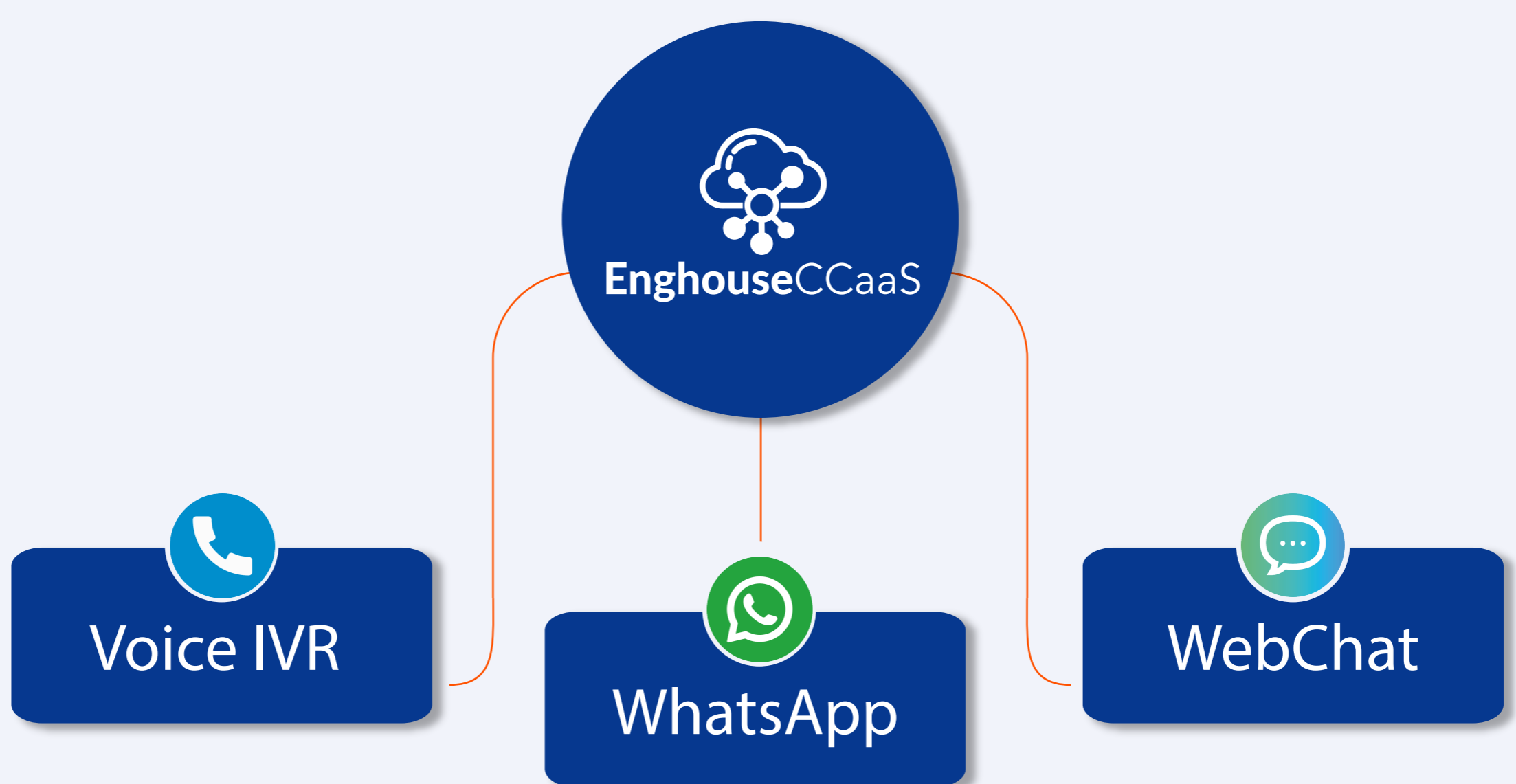
★ **CUSTOMIZED SERVICES**
Prioritizing of high-value customers/patients.

★ **INTELLIGENT ROUTING**
Data-driven routing, service level or priority profile, allowing the best agent to serve the best customers/patients.

★ **OMNICHANNEL COMMUNICATION**
Allows interactions via Voice, WhatsApp, E-Mail, Video, WebChat and SMS.

★ **INTEGRATION WITH STANDARD MARKET SOLUTIONS**
Microsoft Teams
- API Aberta
- Integration with CRMs, HIS and RIS

★ **INFORMATION MANAGEMENT**
- Real-time dashboards and reports
- Full 360°view