



babblevoice Information Sheet



Solution Description: Babblevoice is an innovative cloud-based telephony system designed and built specifically for primary care. It is unique because it provides an adaptable, flexible system that can be tailored to meet individual practice needs; all its features have been developed to meet genuine, identified requirements of customers; pricing is simple and transparent with no binding contract commitments.

Key benefits to practices and service users include:

- Improved access to surgeries for patients by providing almost unlimited line capacity
- Faster and improved patient user experience by enabling patients to self-book services such as flu clinics
- Time is freed-up for reception staff by automating a range of incoming calls such as automated appointment booking
- Cost savings from simplified pricing, no hidden extras, and no exit fees
- Improved simplicity for clinicians to switch between various NHS systems due to smooth integration with systems such as EMIS and SystmOne

Key Features: Babblevoice is a flexible, modular system that combines five systems into one. Its key features include:

- User-friendly, smart, cloud-hosted phone system that maximises line capacity, delivers top-quality, reliable calls, accessible from anywhere, anytime.
- Intelligent, automated patient access functionality that enables patients to book and manage appointments using their own telephone handset.
- Babblevoice Desktop that transforms your desktop computer or laptop into an extension of the surgery phone system. Fully integrated with EMIS and SystmOne, it enables a seamless working for all staff from any site, including from home.
- Call recording feature to swiftly assist with training and complaint resolution.
- Sophisticated telephony reporting module to provide real-time and historic data and reporting. Providing customised insights to help to improve patient experience and surgery management.

Interoperability: Babblevoice seamlessly integrates with the following clinical systems:

- EMIS Web
- SystmOne
- Health and Social Care Network (HSCN)
- Future integration plan: Vision



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Implementation: Each new customer is assigned their own dedicated, experienced babblevoice project manager who works hand-in-hand with them until the customer signs off that they are happy with their babblevoice installation.

The project manager is responsible for overseeing the full installation from start to finish including identifying, managing and mitigating any risks to the process. Phase One is carried out off-site and includes porting the customer's existing number from the current provider to babblevoice; ensuring adequate telephony cabling and internet bandwidth for excellent service provision; configuring and customising the system to the customer's needs such as users, extensions, call rules. Phase Two takes place on-site and typically takes two to three days to complete. The project manager completes installation, carries out customer training and oversees the switch-over. They stay with the customer until they have signed off the installation. Full training on all five modules that make up the babblevoice system is provided in-person during the site visit. On completion, the project manager hands over to our team of UK-based support engineers.

Service Level Agreements: Once installation is complete, babblevoice is committed to delivering its telephony system uninterrupted for the duration of the contract.

Customer service and technical support is available from 0800 to 1830 Monday to Friday (working days) via sending an email from the support web page. Outside these hours, services are monitored and issues dealt with accordingly using the same email address. As soon as an email arrives in the helpdesk inbox an automated response is triggered including a unique ticket number. Babblevoice endeavours to respond within 1 hour from initial contact made. Requests will be prioritised as soon as they are received as Low, Normal, High and Urgent with the following response timescales.

- Low: Reasonable endeavours to have a resolution, within or up to 120 hours (5 Days)
- Normal: Reasonable endeavours to have resolution within or up to 72 hours (3 days)
- High: Reasonable endeavours to have a resolution, within or up to 24-48 hours (1-2 days)
- Urgent: Reasonable endeavours a resolution within or up to 7 hours - First initial contact made with Client in 1 hour and aim to have a full or partial resolution (where possible) within 7 hours

Introductory video – <https://www.youtube.com/watch?v=WDuqXzyasek>