

Solution description Cloud Advanced Telephony and Contact Centre. Designed from the ground up for UK Primary Care and Healthcare

Benefits to Patients

- Managed queues with unlimited recorded information
- Callback option to avoid queue waits
- Options to self serve for some common needs
- Intelligent call routing: VIP Prioritisation to access appropriate care

Benefits to Practice Managers and Receptionists

- Real time view of staff availability and access demand
- Rules based and manual control of group membership
- Immediate access to call flow changes and patient messaging
- Patient identification and screen pop reduce call handling time
- Calendars and mode switch automatically change patient call flows
- Call recording reduces complaints and creates full audit path

Benefits to Clinicians

- Desktop tool for single click patient contact
 - Phone, Video, SMS and Photo request
- Automatic or manual file of comms to patient record
- Management of appointment lists linked to EPR
- Remote working and mobility via softphone and mobile

Benefits to PCNs, ICBs and NHS

- Scales to multi-practice environments
- Incorporates staff mobility for work-anywhere
- Route to scale historical performance data / dashboards
- Support population health such as campaign calling
- Unlimited lines and full federation

Key Features

- Intelligent call queues, queue position, playlists
- Patient Call back option with retries
- Automatic call distribution, skill based, priority and overflow routing
- Patient self-routing to alternative teams and resources
- SMS links to patient from call flow for data collection and OC
- Option to check, cancel, book appointments with EPR integration
- Desktop tools for single click patient access
- Video calls with switch to video mid phone call
- All patient comms rolled up into EPR Consultation Record
- New number capture for input to EPR
- Data capture for unattended telephone triage
- SMS on demand with template and save to record
- Real time and historical reports across practice or estate including live dashboards

Interoperability

- EMIS Web
- EMIS Community
- TPP SystemOne
- Cegedim Vision (Awaiting update from Cegedim for full integration)
- API Access is available for embedded data controls and integration with other systems.
- Links to Online Consultation platforms (e.g. eConsult) during call flow

Implementation

Softphone Only Implementation

- Service build time scale typically 5-10 working days
- Number porting 10-20 working days
- Number allocation from range 5 working days

Delivery of services on X-on Supplied Broadband

- Contract to go live 10 weeks encompassing:
 - Site survey
 - Cabling
 - Handset installation and provisioning
 - Go live planning and on site engineer support

Delivery on COIN or HSCN Connectivity (scale only)

- Implementation subject to project plan
- Dedicated Project Manager
- LAN Cabling or Daisy Chain options

Training Services

- Remote training courses (3) conducted prior to go live
 - Reception staff
 - Clinician
 - Manager
- Additional on site/remote training
- Full suite of self training material, videos etc

Service Level Agreements

Service Availability

- 99.9% SLA without critical incidents
- Deployment on 3 redundant UK Data Centres
- Mobile backup for site connectivity failures

Customer Service

- Telephone Support 24/7/365 for critical incidents
- Telephone Support 08:00 - 18:30 for all assistance
- Online support portal for ticket management
- Assigned Customer Relationship Manager

Minor Problems

- Report via the X-on Support Portal or report by phone in working hours.
- Time to respond 4 working hours: Time to fix 5 working days (hardware)
20 working days (software release)

Serious Problems

- Report via the X-on Support Portal or report by phone in working hours.
- Time to respond 1 working hour: Time to fix 2 working days

Critical Problems

- Report via the X-on Support Portal and then follow up by phone, quoting the ticket number, to in working hours.
- Report by phone to duty engineer at all other times.
- Time to respond 15 minutes: Time to fix 8 working hours.

Introductory video

<https://youtu.be/TqfHRknFk6k>