Healthcare giant Pacific Source adopts SJS Visual Communications Solution for their state of art Contact Centers.

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Visual Communications experts SJS Solutions in partnership with Inflow Communications of Oregon has provided the healthcare giant Pacific Source with a high tech new approach to modern contact centres focused on improving the agent environment and customer satisfaction.

Today many organisations consider their call and contact centers to be the key asset providing the primary link between their business and its customers.

Pacific Source understands the importance of looking after their agents and creating a contact center environment which allows agents to perform at their best. Wallboards exist in many contact centers, however in many cases the lack of screen design flexibility means they do little to enhance the agent environment. In many cases low-spec wallboards do more harm than good.
www.sjssolutions.com/contact-center-wallboard-solutions/optymyse4-enterprise-solutions#optymyse

Frustrated with displaying browser-based, dashboard style screens via a PC connected to TV screens, Rich Wright, Telecommunications Specialist at Pacific Source, contacted SJS Solutions to discover what their Enterprise Visual Communications product Optymyse™ could do to improve things.

Mr Wright wanted to move away from confusing browser-based dashboards and instead deliver a solution which would enhance the agent environment and guarantee agent buy in and maximum ROI. The SJS product suite gave Pacific Source the engaging, dynamic screens they needed to support internal marketing efforts, build a strong corporate culture and improve the level of service they provide to 300,000 individuals and 5,700 employer clients throughout the Northwest.

Once contacted by Mr Wright, SJS Solutions started to work with ShoreTel partner Inflow Communications and dialogue between Stephen Pace, CEO of SJS Solutions and Travis Dillard, President of Inflow Communications, were initiated. It was clear to Mr Pace that Inflow Communications was the type of forward-thinking contact centre specialist SJS would like to work with and an organisation capable of understanding visual communications in the contact center arena. Thus a relationship was formed, with SJS providing technical guides, pricing and other forms of support.

Pacific Source wanted a flexible, brandable visual communications solution which could handle multi-media and allow them to create unique screen designs which can be viewed on large flat screen TVs in their contact centers as well as on mobile devices. The requirement was for a 10 screen wallboard solution for their 2 contact centers, each handling calls from a central ShoreTel ECC system.

Mr Dillard said "Selling Optymyse Visual Communications Solutions was very easy to do. SJS provided support throughout the quotation process and created a YouTube video based on my customers' real-time data, branding and multi-media needs."

"The video clearly illustrates that SJS have been doing this for a long time and have an extremely flexible product. Once the customer was sold on the screen design, SJS were on hand to provide technical support and when the order was placed they did the rest." http://www.youtube.com/sjssolutionsltd

SJS worked directly with Pacific Source for the installation which went smoothly. Mr Wright said;

"The install went great, it was straight forward and took less time than I was expecting. I am able to create really professional looking wallboards that make what I have seen in other contact centres look really old school, internal branding is really important to us, so the fact Optymyse™ gives us so much flexibility is great."

When asked for an overview of how he considered the project went, Mr Pace said "Travis and his team have a clear understanding of how good contact centers should function, what agents need to do their jobs and the impact the right technology has on their agents ability to deliver high levels of customer satisfaction."

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"Rich Wrights' professional approach and desire to own the project meant the project was a great success. I am keen to hear more about the impact the screens and mobile app has had on the agents, the contact centre environment and of course most importantly the level of care Pacific Source is able to provide their customers"

About Pacific Source

With an 81-year history and reputation for taking great care of people, Pacific Source Health Plans delivers healthcare solutions to businesses and individuals throughout the Northwest. Pacific Source is an independent, not-for-profit community health plan that values partnership, service excellence, community, and personal relationships.

About SJS Solutions Limited

Founded in 2001 SJS Solutions is a provider of Contact Centre Optimization Software and Solutions, designed to improve customer care, agent performance and the contact centre environment as a whole. Product specialisations include highly flexible, dynamic, multi-media digital visual communication solutions, graphical ACD reporting and entry level wallboard solutions. Optymyse™ 4.1 is their latest multi-media cross platform solution compatible with Avaya, Cisco, Unify, ShoreTel and able to gather real time metrics from multiple sources. http://www.sjssolutions.com/#homepage

About Inflow Communications

Inflow Communications was created in Portland, Oregon in 1997 by a group of software development and network engineers. Inflow initially provided information technology infrastructure support and custom software development services to clients. As business communication technologies became more of a network application, Inflow developed an increasing passion for Unified Communications. Since 2007 Inflow Communications has focussed entirely on unified communication technologies.

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