

# nCloud Connect Communication Solution

## HEALTHCARE



The healthcare industry including physician offices and medical centers rely on cloud communications to optimize patient interaction and streamline communication. nCloud Connect offers features designed to improve patient experience while enhancing mobility.

### PHONE SYSTEM

Find out which staff member is available and reach out to them whether they are in the office, at the hospital or on the road.

- ✓ Presence monitoring to show availability
- ✓ Page staff across multiple locations
- ✓ Advanced call routing to ensure calls are sent to responsible departments
- ✓ With automatic failover backup solutions, patients can always reach medical staff if a circuit goes down.

### UNIFIED COMMUNICATION

Connect via voice, internal video, instant messaging, conferencing and file sharing.

- ✓ Connect Mobile app for cell phones allow you to take your office on the road anywhere you go enhancing mobility and telemedicine
- ✓ Connect staff members from multiple offices for collaboration
- ✓ Send and receive faxes from anywhere in your user portal with customizable cover pages
- ✓ Instant message, video chat and send files to other staff members with a desktop integration application
- ✓ Receive voicemail messages as an attachment in your inbox

### CONTACT CENTER

Allow patients to get in touch with the best person to answer their questions as quickly as possible.

- ✓ Contact Center options for small physician practices and full feature solutions for high call volume hospitals, billing and insurance offices
- ✓ Avoid phones constantly ringing with intelligent routing and improve patient satisfaction
- ✓ Help to ensure compliance with scripting and messaging abilities
- ✓ Real time data and analytics that show how quickly calls are answered, abandon percentages and completion rates.
- ✓ Calls can be recorded and monitored to ensure that staff is providing the customer service that you expect
- ✓ Ability for call center staff to work remotely if the physical site experiences an interruption of service or weather related shut down
- ✓ Automated appointment reminders