

## CASE STUDY

# Tekscape partners with Crystal Run Healthcare to solve collaboration and patient care services.

Crystal Run Healthcare is dedicated to improving both the quality and the delivery of healthcare. With multiple locations providing a variety of medical services, they strive to provide the best and most advanced care to every patient and member of the community. "Our contact center of about 120 agents is the primary point of entry for patients who are seeking to access medical information or personnel to attend a specific inquiry. Having the ability to route callers based on their need or language preference was very important for us."

In the healthcare industry patient experience comes first. It is unacceptable to put patients on hold without knowing the length of their wait time, or worse, to drop a call. "We knew we needed a reliable contact center solution that

could integrate with our UC and collaboration platform in our multiple locations. After assessing other options, we decided to use Cisco Contact Center Express."

Tekscape's team of certified collaboration engineers was able to troubleshoot any issue during the implementation of our contact center, maintaining the patient experience. Crystal Run's Contact CenterExpress supports 120 call center agents who can now handle and transfer calls more efficiently. From an IT management perspective, the implementation of Cisco UCCX and the support of the Tekscape team gave them full visibility into call logs, performance metrics, and call recordings.

### Crystal Run Healthcare

● Healthcare Provider

### Size

● 100-200 Employees

### Headquarters

● Middletown, New York