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❯ CALL CENTER

CALL INTAKE SOLUTION FOR NEMT BROKERS TO REDUCE THEIR AVERAGE CALL TIME

As part of NovusMED's Software Suite, Momentm's Call Center solution provides brokers with an innovative NEMT scheduling technology to reduce your average call time and support managing larger call volumes.

KEY FEATURES:

1. Currently integrated with Five9's solution, Call Center includes Telephony integration that will automatically bring up member's profile with verifiable information).
2. Easily accessible member profiles, listing the most valuable information first to save time and effort.
3. Able to browse trips for review, with a color coordinated calendar view for easy navigation to specific dates.
4. An accessible menu bar offering several on-screen options for scheduling trips while on an active call.
5. Modern and intuitive interface to enhance the trip booking experience and simplify the training process.

WHAT IS CALL CENTER?

Call Center is a redesigned, streamlined product developed to optimize the trip booking process within the NEMT broker segment. This intuitive and simple to use solution will lower Customer Service Representative (CSR) training time and help reduce average call times. Seamlessly integrating with NovusMED NEMT software, Call Center allows for an efficient and integrated workflow for call center staff.

WHAT CALL CENTER CAN DO FOR YOU

User Interface

The user interface is designed for CSRs while they are on active calls.

BOOKING A TRIP

1. Start a New Call
2. Member Search (can use Telephony integration if enabled)
3. Verify Member identity.
4. Add individuals who call on behalf of the member in the member's profile details.
5. You can book single round trips or multi-destination trips for a single day.
6. Schedule subscription (repeat) trips with repeated day intervals. ex. scheduling a trip for therapy at the same time every Monday.
7. Desired address and associated phone number (if available) will populate in the appropriate box.
8. Trip distance and estimated travel time are evaluated and populated in their appropriate boxes.

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9. You have four Time Options in the dropdown menu to choose from:
   - 'Pick me up at'
   - 'Drop me off at'
   - 'Will call'
   - 'Appointment at'
10. Flexible trip options will be made available per your needs. User defined fields are controlled in the Control Panel > Trip Options tab.
11. Once all trip details are recorded, the CSR representative will confirm the entered trip details before the booking is complete. If details need to be edited, the user can click 'Previous' and edit desired information.
12. If all details look accurate, press 'Book' and the trip is scheduled.

Admin Interface

The admin interface is designed to review system settings, allowing for a more customized experience.

CLIENT SETTINGS

- **Client (noun):** The market specific term can be set to how your organization refers to passengers (Members, Participants, etc.).
- **Client Fields:** Specifies the PassClient User Defined Fields (UDF) displayed on the client verification popup and profile screen.
- **Client Contact Information:** Set defaults for when passengers are searched for and displayed on the lookup page.

TRIP SETTINGS

- **Map Parameters:** map view (on/off), Google Address suggestions, map API key, and service area latitude/longitude and radius.
- **Procedure Modifier:** If Procedure Modifiers (PM codes) are required, enable them from the Call Center control panel and configure, as necessary.
- **Optional Trip Fields:** Control which fields are visible to the user, and which are required. This allows the agency to set if the 'Scheduling Comments' field is read only.
- **Scheduling Solution Fields:** control the information that the end user sees in the solution view.
- **Service Hours:** Service hours for the site, displaying warnings to CSRs if they attempt to book trips outside of the specified service hours.
- **Booking Fields:** Set which user defined fields appear in the Trip Booking screen.
- **Subscription Sync:** Defines the number of days for Call Center to apply scheduling actions for trips within and outside of the defined time window.

SYSTEM SETTINGS

- **Roles Configuration:** Configuration dictates what different user groups can do within Call Center and follow roles configured in NovusMED.
- **System Format and Unit Settings:** Allow the agency to set the preferred date format and distance unit. These settings are global and will apply to all users.
- **Telephony Integration:** When enabled, will perform an automatic passenger lookup in Call Center based on a phone number match, expediting the call taking process.

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