

Call Statistics

Customer Service

Customer Satisfaction

Appointment Trends

Booking Trends

Appt Availability

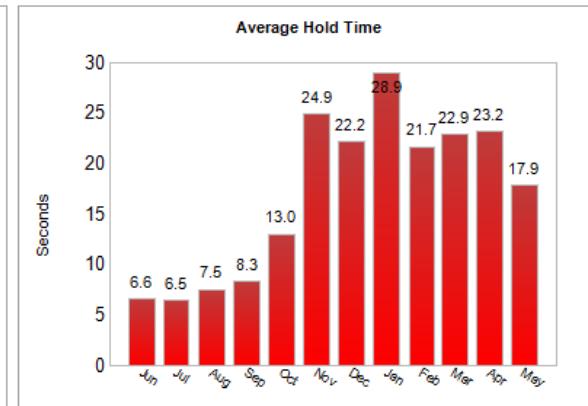
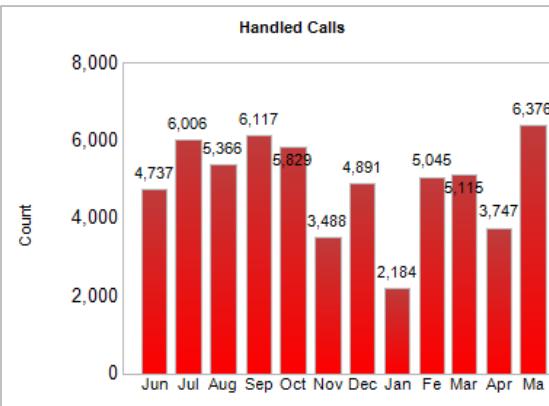
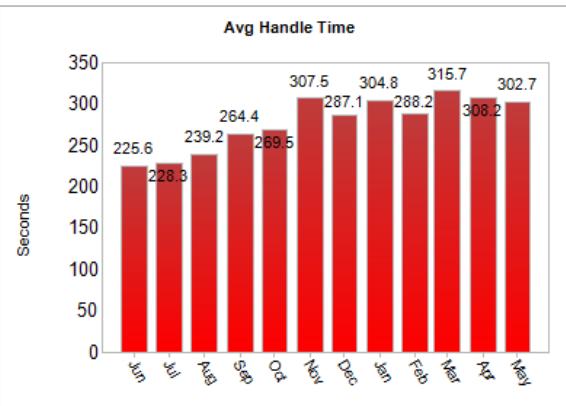
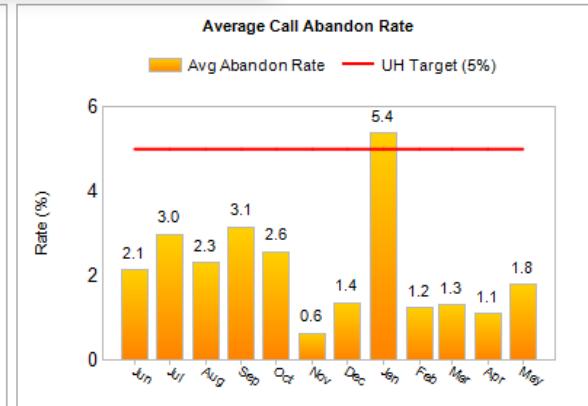
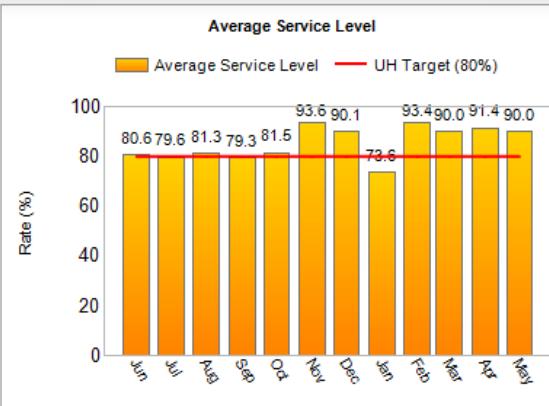
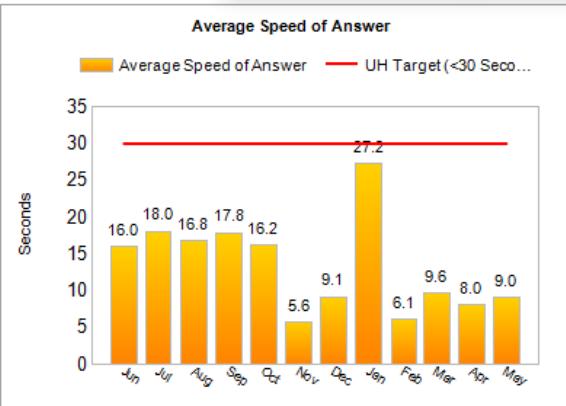
UHHS Customer Access Presentation Access Center - Customer Service Dashboard



DEPARTMENT

Extract Date
06/18/2015

This can be drilled down to Department level, and also by different call centers throughout the organization, based on skill group.



Customer Satisfaction

Customer Service

Customer Satisfaction

Appointment Trends

Booking Trends

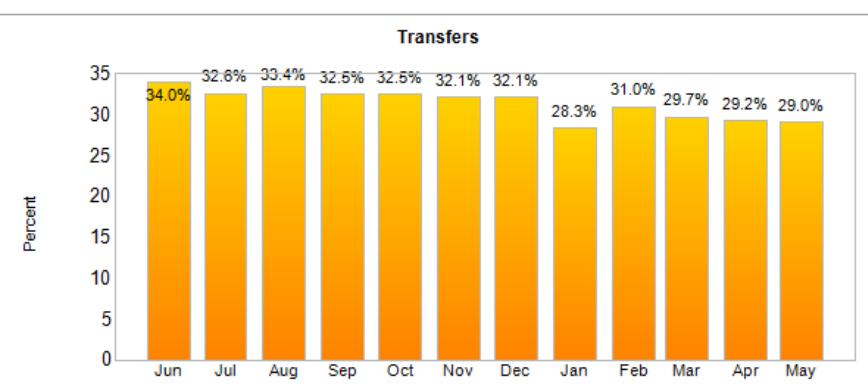
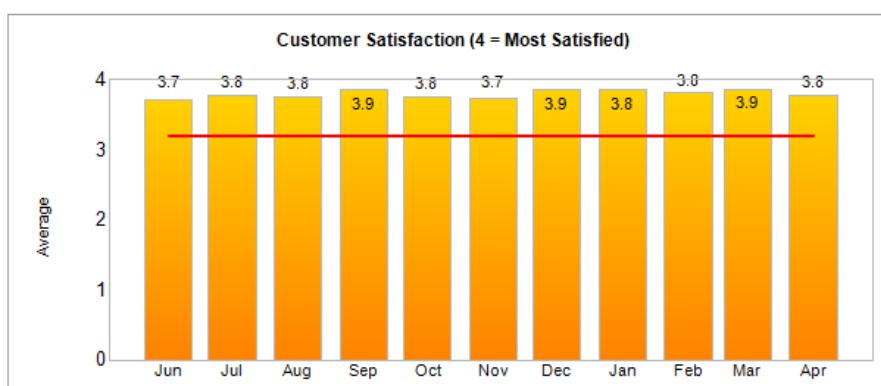
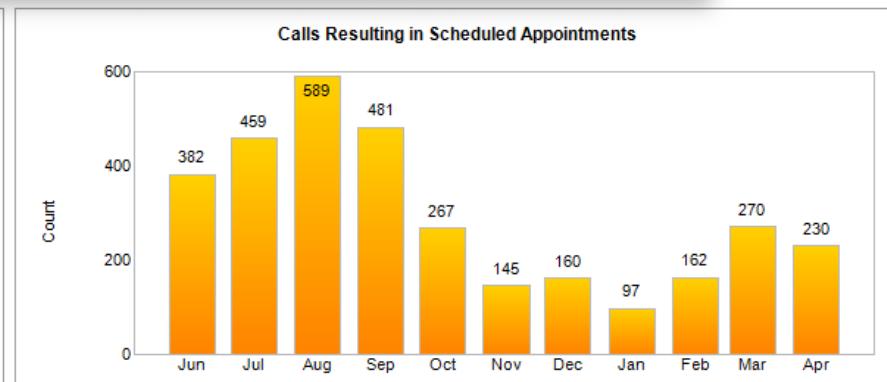
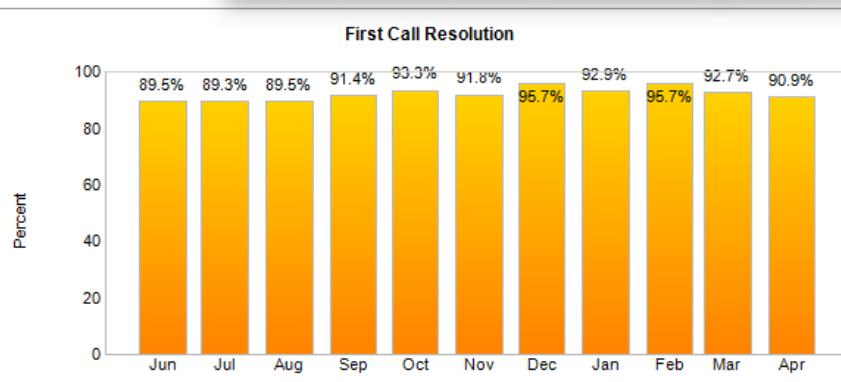
Appt Availability

UHHS Customer Access Presentation Access Center - Customer Satisfaction Dashboard



DEPARTMENT

This data is based on the call center only, and is generated using an IVR survey at the end of each scheduling call.



Be the Difference.

Appointment Trends Tab

Customer Service

Customer Satisfaction

Appointment Trends

Booking Trends

Appt Availability

UHHS Customer Access Presentation Access Center - Appointment Trends Dashboard



DEPARTMENT

DIVISION

LOCATION

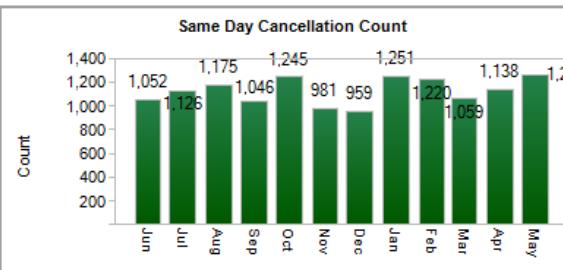
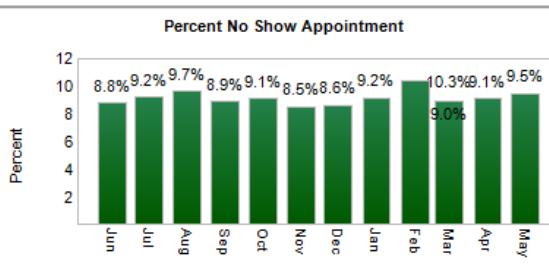
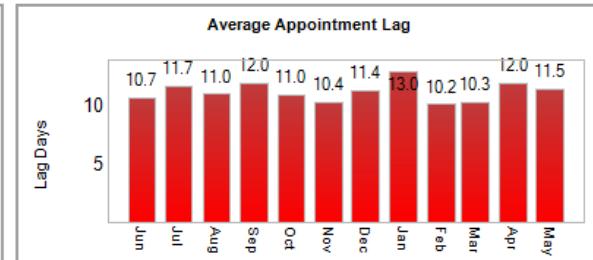
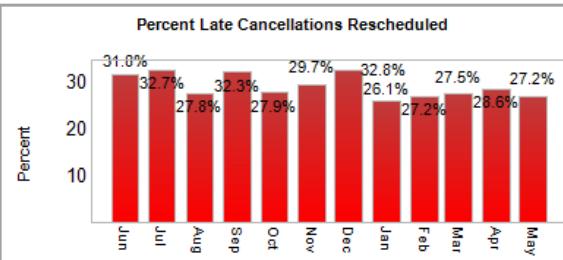
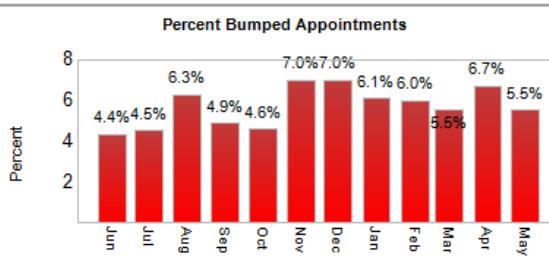
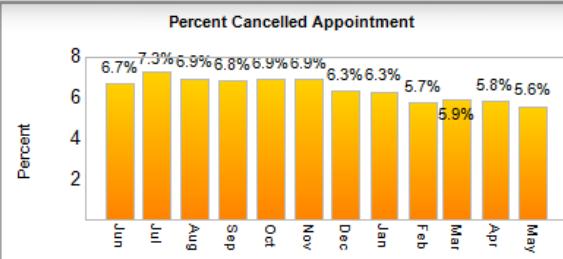
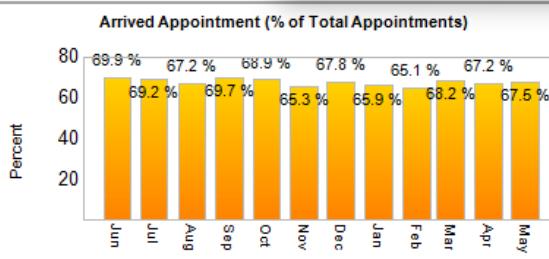
PROVIDER TYPE

PROVIDER NAME

Extract Date
06/18/2015

Apply Filter

This data is drilled down to one specific department. Users can also drill down by division, location, provider type and to actual providers.



Booking Trends

Customer Service

Customer Satisfaction

Appointment Trends

Booking Trends

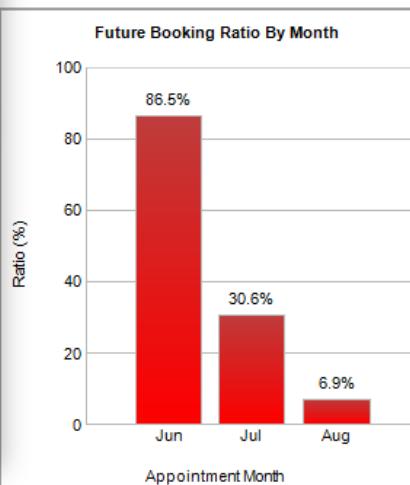
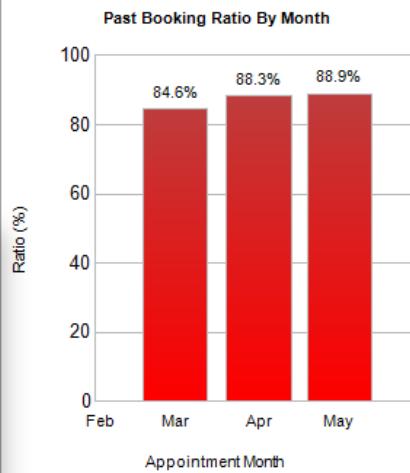
Appt Availability

UHHS Customer Access Presentation Access Center - Booking Trends Dashboard



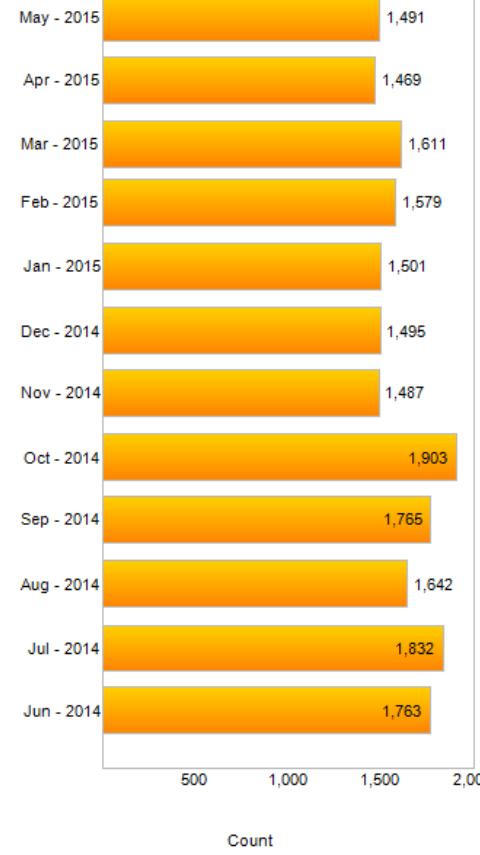
DEPARTMENT

This is the booking ratio - past and future, also drilled down to one department. This can show opportunities to fill certain providers or open up slots for providers or locations that are reaching capacity.



Apply Filter

New Ambulatory Patients



Extract Date
06/18/2015

New Ambulatory Patient Filters

DEPARTMENT

Filter on this page is for the new ambulatory patient graph. Users can quickly identify sites and providers that are generating more new patient volume and use this data for planning and budget

Apply Filter