

Call Statistics

Customer Service

Customer Satisfaction

Appointment Trends

Booking Trends

Appt Availability

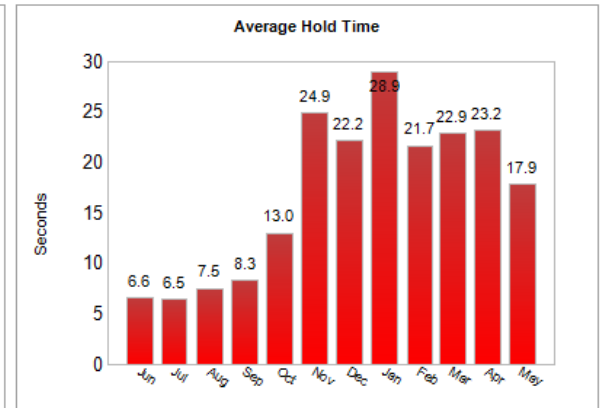
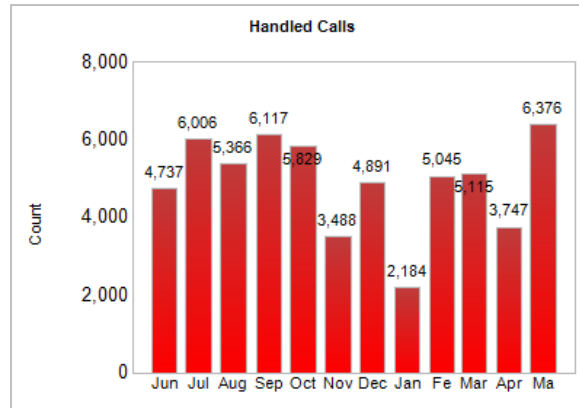
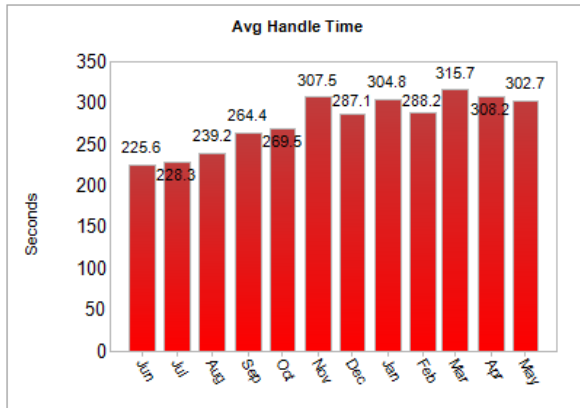
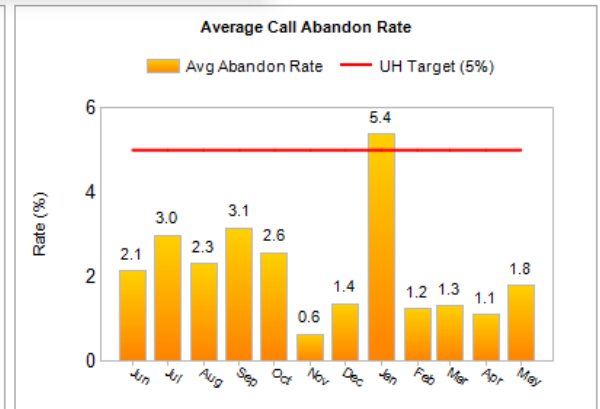
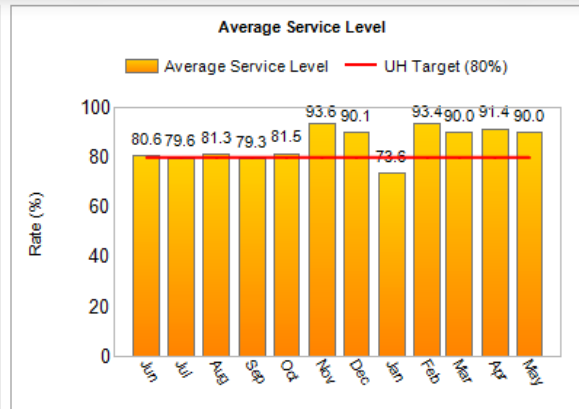
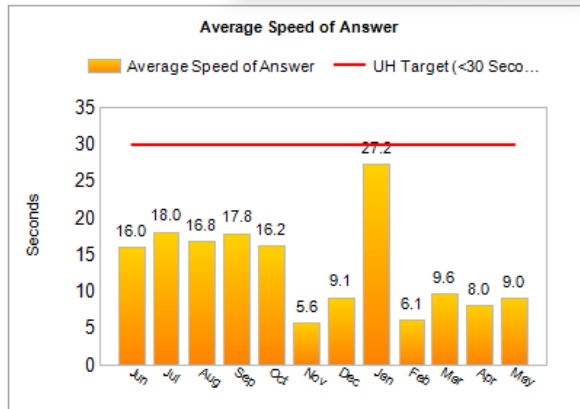
UHHS Customer Access Presentation Access Center - Customer Service Dashboard



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

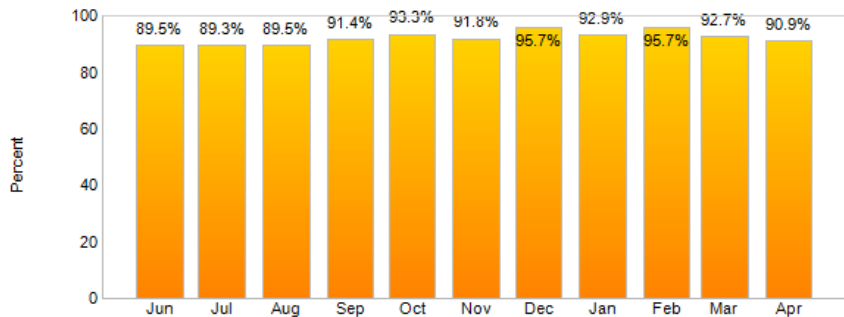
UHHS Customer Access Presentation Access Center - Customer Satisfaction Dashboard

DEPARTMENT

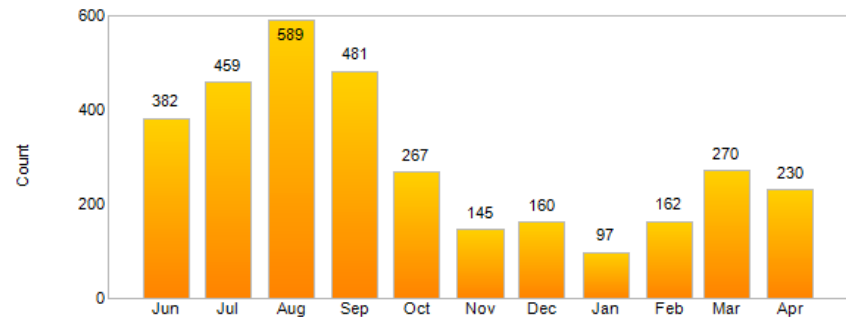


This data is based on the call center only, and is generated using an IVR survey at the end of each scheduling call.

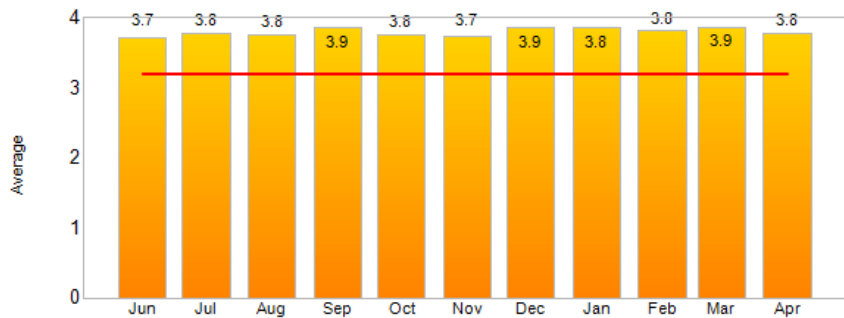
First Call Resolution



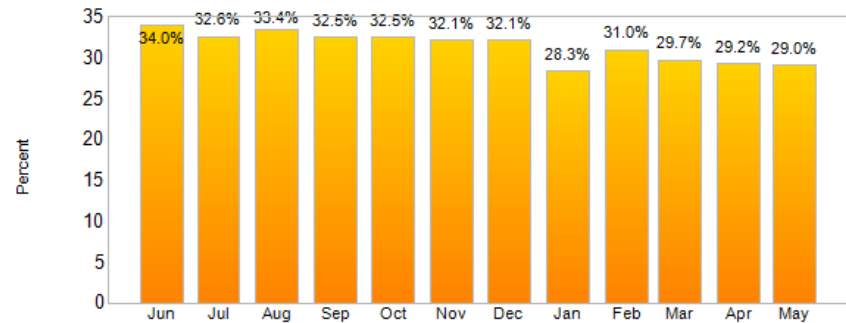
Calls Resulting in Scheduled Appointments



Customer Satisfaction (4 = Most Satisfied)



Transfers



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

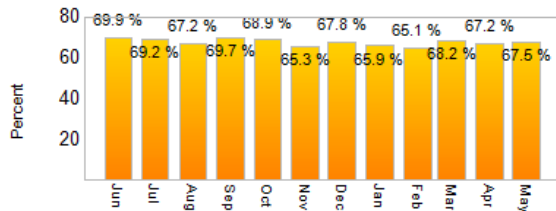
PROVIDER NAME

Extract Date
06/18/2015

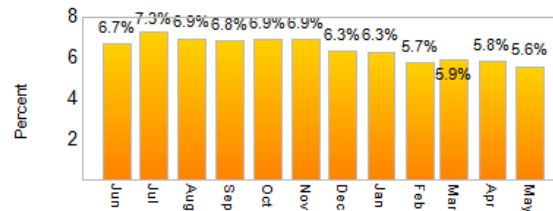
This data is drilled down to one specific department. Users can also drill down by division, location, provider type and to actual providers.

Apply Filter

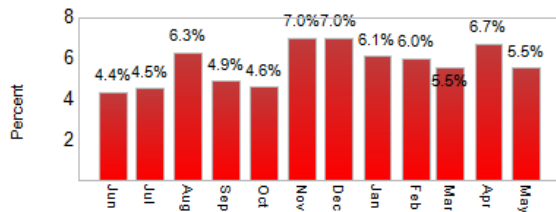
Arrived Appointment (% of Total Appointments)



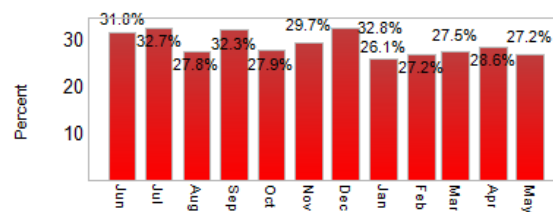
Percent Cancelled Appointment



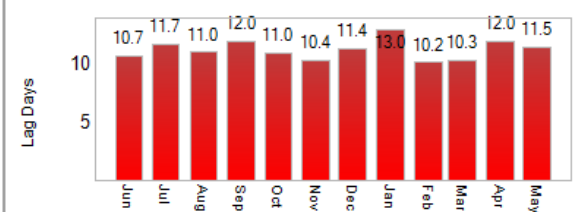
Percent Bumped Appointments



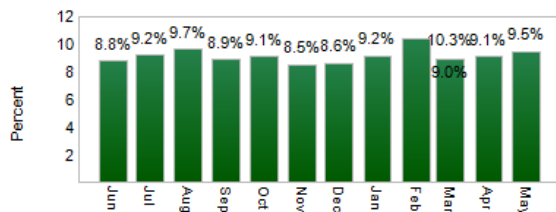
Percent Late Cancellations Rescheduled



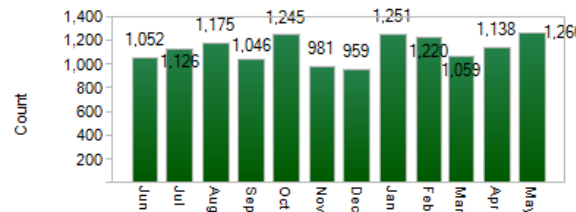
Average Appointment Lag



Percent No Show Appointment



Same Day Cancellation Count



Booking Trends

Customer Service

Customer Satisfaction

Appointment Trends

Booking Trends

Appt Availability

UHHS Customer Access Presentation Access Center - Booking Trends Dashboard

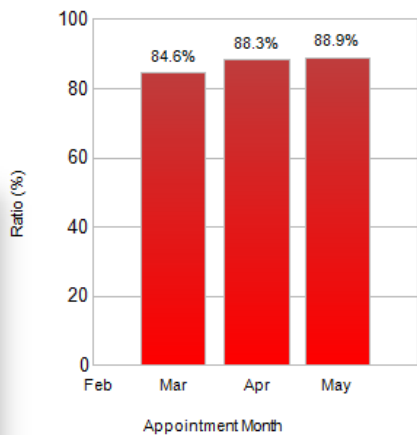


DEPARTMENT

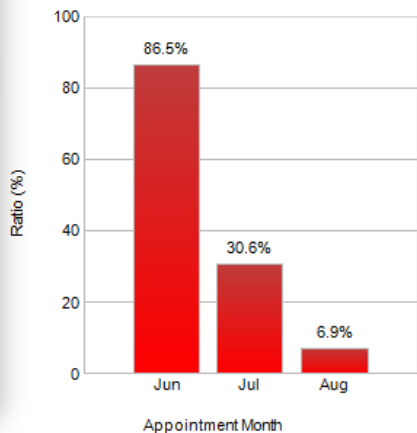
This is the booking ratio - past and future, also drilled down to one department. This can show opportunities to fill certain providers or open up slots for providers or locations that are reaching capacity.

Apply Filter

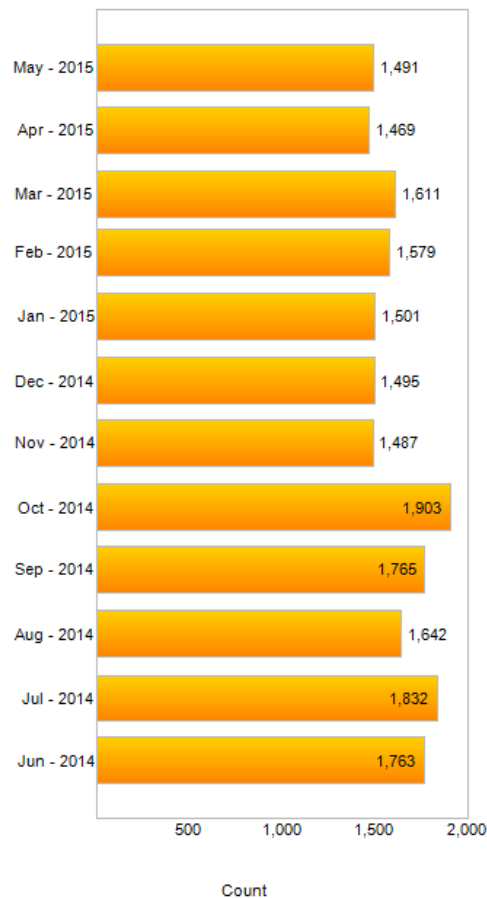
Past Booking Ratio By Month



Future Booking Ratio By Month



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