



Company Nurse Case Study

PureCloud integration provides automated testing and monitoring for contact center platform

Razor PureCloud integration to provide automated testing and monitoring for Company Nurse contact center platform, Genesys PureCloud, providing immediate alerts and ensuring the highest quality customer experience



Industry

Hospital & Healthcare Contact Center



Profile

- Founded in 1997
- Workplace Injury Triage
- A pioneer in cellphone support for workplace injuries



Solution

Occam Networks' Razor PureCloud integration provides automated testing and monitoring of their contact center platform, Genesys PureCloud



Challenge

- On-premises phone system which was limited their growth and functionality
- Ensure that outages or mistakes due to human error would be identified immediately



Benefits

- Expand to 160 individual phone lines
- No mistakes in configuration
- Improved customer experience

The Client

Based in Scottsdale, Arizona, Company Nurse is a workplace injury triage contact center with around 50 employees.

Founded 21 years ago as a pioneer in cellphone support for workplace injuries, Company Nurse has evolved

into an omni-channel contact center for workplace injuries.

Their customers include businesses, such as public companies or local government entities which have several hundred or several thousand workplace injuries per year.

The Challenge

Company Nurse's phone system is critical to the success of its business.

If they are unable to field the more than 500 calls they receive each day it has a dramatic impact on their business.



Until recently, Company Nurse relied on an on-premises phone system which was limited their growth and functionality.

In April 2018, Company Nurse upgraded to Genesys' PureCloud platform, a cloud-based contact center platform which greatly expanded their ability to scale, and to interact through more efficiently over several mediums, including web chat and email.



As their communication with customers is a mission critical service, however, they needed to ensure that outages or mistakes due to human error would be identified immediately, with alerting capabilities in place to eliminate unnecessary downtime.

They had to find a solution that would give them the ability to ensure that the quality of the services they offer are not affected by any one of the many failures that can, and do, happen.



The Solution

Company Nurse was looking for a system which would simulate a real person making a phone call, so if any of those elements were to fail, they would be the first to know about it, rather than their customers.

Occam Networks' Razor offered Company Nurse the ability to do this and much more.

Through automated functional testing and platform monitoring of Genesys PureCloud, Occam Networks' Razor ensures that when there is a problem, Company Nurse are able to respond quickly.



Fast on potential issues

Within a week of selecting Occam Networks' Razor, the system was up and running at Company Nurse.

Through its automated discovery capabilities, the solution has provided Company Nurse with alerts regarding potential issues, which has allowed them to respond immediately, before outages occurred on the systems being monitored.



Expansion plans

The solution has also provided beneficial to the company's expansion plans.

Specifically, as Company Nurse was intending to deploy a new system, including over 160 individual phone lines, the company needed to ensure all lines would be adequately tested, a task which would be almost impossible to carry out with their current resources.





Better Customer Experience

In order to execute the project in-house, they are using Occam's Razor to test all variations of the phone numbers and menus.

Occam's Razor also ensures that there are no mistakes in the configuration which cause errors related to the customer experience.



Peace of Mind

Henry Svendblad, Chief Technology Officer at Company Nurse, says that it's the peace of mind that comes with using Razor which he values most.

"I can tell you that I personally sleep better at night knowing that if something happens in the middle of the night, I'm not going to find out about it when I wake up in the morning, I'm actually going to be alerted to it immediately and not impact our business operations as a result."

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If your contact center is critical to your operations or is revenue generating, you need a solution to alert you to any issues before your customers find out. That to us was unacceptable.

So that's really what Occam allows us to know, that when something does go wrong with any one of the vendors we work with, we're immediately alerted to that fact.

Henry Svendblad, Chief Technology Officer, Company Nurse



Contact the Sales Team today to discuss how Occam Networks can provide efficiencies to your business



About Occam

After nearly two decades of professional experience together providing voice and data solutions for global blue-chip organizations, we've created a company focused on providing innovative, automated testing software to support contact centers and enterprise UC systems.

Fueled by a commitment to continuous innovation, our team is passionate about ensuring our customers can deliver the type of customer experience that allows them to achieve their business objectives.

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