

### 3-LEVEL CONTACT CENTER WITH FEEDBACK



**ROBOT**

**RECOGNITION OF A USE CASE AND COLLECTION OF DETAILS**

*"I would like to complain about quality of your product - it was not correctly labeled."*

In the event of a patient inquiry outside the authority of the robot or due to direct request, the communication is smoothly redirected to live agent.

**LIVE AGENT**

**COLLECTION OF DETAILS**

- QUALITY department
- PV department
- ....

After collection of details either by the bot or human, the information is processed and forwarded to a relevant function for follow-up or reporting.

**FUNCTION**

**EVALUATION OF REPORT**

- Quality Report in relevant format
- PV Report in relevant format, e.g., E2/R3
- ....

After identification of issue (e.g., adverse events, off-label use, medication errors), it is reported in a relevant format to a function.



### DATA COLLECTION AND COMMUNICATION HISTORY

- SMS**  
At the end of the conversation, the patient receives a summary of the conversation in the form of an SMS, or receives additional information, URL links or additional contact information
- Interview Transcript**  
Within cloud or on-premises storage, the healthcare professional always has access to conversation history.
- CRM patient profile**  
Within the contact center, patient information is pooled in the hospital's CRM system. During the call, the healthcare professional has the option of automatically looking into the patient card.