

Medfar Clinical Solutions

Introduction

This case study of MEDFAR Clinical Solutions is based on a November 2021 survey of Talkdesk customers by TechValidate, a 3rd-party research service.



“First, we were not using a telephony software prior to Talkdesk. Once implemented Talkdesk gave visibility on key eye opening statistics. These KPIs facilitated discussions with the executives when working on budgets. Second, we are now able to forecast call volumes properly and guide our clients as to when to reach out to us during lower call volume periods for non-urgent cases.”

Challenges

The business challenges that led the profiled company to evaluate and ultimately select Talkdesk:

- The business challenges they were experiencing with their call/contact center software that led them to implement Talkdesk:
 - Difficult/inability to integrate with other services/systems
 - Inability to scale
 - Poor support/service

Use Case

The key features and functionalities of Talkdesk that the surveyed company uses:

- The Talkdesk capabilities that were most important to them when evaluating competitive or alternative solutions:
 - Call quality
 - Value for investment
 - Ease of use
 - Integrations with other technologies (e.g., Salesforce, Microsoft, ServiceNow, etc.)
 - Support/service

Results

The surveyed company achieved the following results with Talkdesk:

- Level of improvement on the following since using Talkdesk:
 - Ability to meet SLAs: 75% or more
 - Customer satisfaction improvement (CSAT, NPS scores): 50%-74%
 - Agent satisfaction or productivity: 50%-74%
 - Reduced costs: 0 to 10%
- They improved customer satisfaction by 10% since implementing Talkdesk.

Company Profile

Company:
MEDFAR Clinical Solutions

Company Size:
Medium Enterprise

Industry:
Healthcare

About Talkdesk

Talkdesk is a global customer experience leader for customer-obsessed companies. Our contact center solution provides a better way for businesses and customers to engage with one another. Our speed of innovation and global footprint reflect our commitment to ensure businesses everywhere can deliver better customer experiences through any channel, resulting in higher customer satisfaction, cost savings and profitability. Talkdesk CX Cloud is an end-to-end customer experience solution that combines enterprise scale with consumer simplicity. Over 1,800 innovative companies around the world, including IBM, Acxiom, Trivago, and Fujitsu partner with Talkdesk to deliver a better way to great customer experience.

Learn More:

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