

Client Problem

The client was using a Mitel ShoreTel phone system that was underperforming and wanted to upgrade to a system that better suited the company's needs. In particular, they wanted to streamline their phone tree and reduce hold times. This would require not only upgrading the physical phone system but also redesigning the call flow.

Our Solution

Given the high call volume this client was receiving, Digital Agent installed Sangoma's Switchvox phone system. This system is well-designed for call forwarding, conferencing, and mobility, and it also produces detailed reports on phone usage patterns. This gave Digital Agent insight into why their hold times were so long.

End Result

Using the insights provided by the reporting from the client's new Switchvox phones, Digital Agent was able to optimize the client's call flow. This dramatically improved the client's ability to quickly and efficiently communicate with their patients and reduced average call queue time from 45 minutes to just 2 minutes.

About the Client

CardioVascular Group (CVG) is a Georgia-based medical group with offices in 11 different cities.

About Us

Founded in 1998, Digital Agent combines the latest technical innovations with old-fashioned service values. We love technology and solving the problems that come with it. Our passion for our industry combined with our genuine stewardship mindset puts our customers at ease.