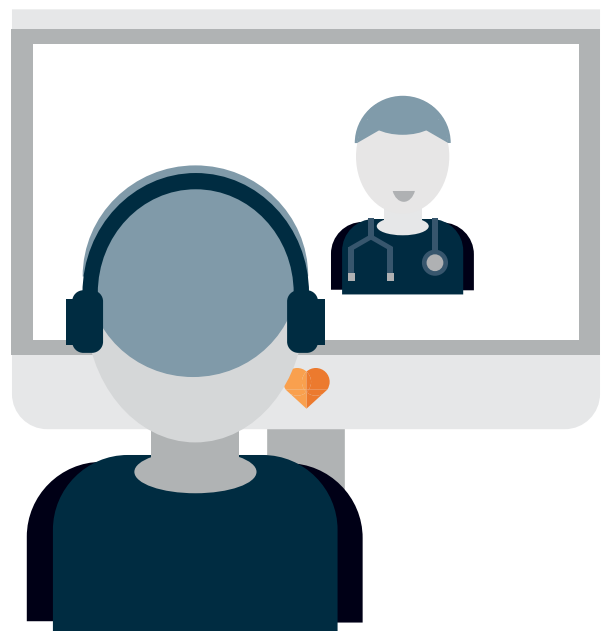


Cloud Contact Centre Urgent Healthcare Solutions



Sesui Urgent Care Connect - CCaaS in Healthcare

NHS compliant patient call management providing a "work from anywhere" solution giving you the flexibility to make and take calls, route, queue and message callers, while securely logging and recording all calls.

Sesui Urgent Care Connect delivers cloud services for...

- Robust and scalable in-bound call management
- The integration of mutli-site, incompatible, telephony system to work as one
- A fully managed service with a secure N3/HSCN connection for call recording and 24/7/365 support
- Integrated with Adastra Patient Management Software
- Designed to support a "Work from Anywhere " model, including virtual "Raise my Hand" for emergency clinical support

Phone consultations are part of what you do. Sesui Urgent Care Connect puts your phone system in the cloud rather than on your desk, giving you the freedom to not only work where you want to, but where your patients need you.

Communicating through the cloud lets you tap into a range of smart call management features so you can make and take calls, route calls, queue and message calls, while securely logging and recording all calls. Using our softphone calls can be made and received over our secure N3/HSCN accredited network. Calls can also be made through any device, whether it's your office phones, mobiles, tablets, laptops or even home phones across multiple locations, with all call recordings accessed securely through N3/HSCN. It's smart, resilient and works anywhere, anytime. **It means you can...**

Be Confident...

Securely taking patient calls on any phone, at any time, from any location. You can trust that every call, in and out, is recorded with recordings accessible via N3/HSCN for compliance and charged to your central call plan.

Collaborate...

As part of your PCN or in providing out of hospital care, we can offer a virtual contact centre across your different sites and remote workers. It will keep everyone connected so you can focus your work around the patient needs rather than location.

Take Control...

In the event of a planned or unplanned practice closure flex your location and hours by taking calls from home or any other suitable location. Overflow calls across sites so you can match demand with available resource.

Be Flexible...

Help manage the peak hour call demand by letting staff work flexibly. Overflow calls across sites inside your organisation to cover the shift periods required.

Clinical Safety...

Support non-clinical call handlers with the virtual "Raise my Hand" feature, allowing operators to receive emergency clinical support from any location.

Co-operation...

Simply dial in colleagues and support resources such as Language Line with multi-party conference calling.

Upscale to video...

Using the patient's mobile add video to any clinical assessment with no need for registration, download or logins. Using One-Way, patient only, video is simple, secure method to improve the patient assessment.



Sesui Cloud Contact Centre - Urgent Healthcare

Every day the NHS faces increasing demand for clinical services, with fewer resources to deliver it. We can help...

Integrated Urgent Care relies on the co-ordination of multiple resource pools that increasingly distributed across your geographic area. Sesui Urgent Care Connect helps link multiple sites as part of a virtual contact centre, also accessible from our Sesui App on your mobile phone and integrated into Doc Abode the revolutionary workforce management app.

Login to make any phone your Contact

Centre phone. Using either the Sesui Mobile App or Web Portal login with unique credentials to join your organisations' operator team. Sesui Urgent Care Connect is used as the dedicated call handling tool to handle patient calls. Operators can work from any location. Reducing the risk of single site contact centres and giving staff the option of flexible working.

Secure and trusted. Our call recordings are streamed, which means you never hold the record – it's securely stored over N3 / HSCN for compliance and audit purposes. These calls are automatically filtered and displayed with a time and date stamp for easy identification.

Integration with Adastra. Links to individual call recordings can be added directly to Adastra cases, improving auditing and performance management.

VIP reporting. The most valued element of the Sesui service is the VIP reporting function allowing you to match your staff to patient demand through the ability to:

Visualise data sets. Use our templated dashboard to see your operations performance in realtime.

Interrogate. With just a click drill down into specific areas to reveal key insights.

Predict. Using historical datasets the reporting tool will predict future operational scenarios that can be used in planning. With our help, you can

report much more effectively collating contractual and performance critical measure relevant to your operations.

Integrate with Adastra. Links to individual call recordings can be added directly to Adastra cases, improving auditing and performance management.

Be more nimble, matching capacity to demand. Our reports can help you develop staffing models that better reflect demand. And we can flex the system to help you include an outside agency, while retaining your clinical governance. It means you can attract the best talent and boost your resourcing when you need to, without causing more work for you.

Use what you've got. Our licenced-based cloud software means that you don't have to pay large costs for hardware that's going to be obsolete in a matter of years. Our flexible monthly subscription approach means we overlay our software on your existing hardware. For you, that means less capital outlay and the benefit from our economies of scale, without the operational expense of running your own network and infrastructure.

Depend on us. We've been doing this for over 15 years, supporting ambulance service integrated urgent care and out-of hours providers as well as GP federations. We provide 24-7-support, a resilient system and disaster recovery. But importantly, we make sure the calls get answered... fast.



About Sesui

Sesui's the bright British innovator of award winning CCaaS software - connecting people to organisations when it's critical they get through.

For over 15 years we've specialised in untangling communication systems and putting them into the cloud for organisations that provide a vital service in healthcare, travel, manufacturing and the voluntary sector. Our cloud CCaaS software floats above an organisation's technology so they don't need to replace what they've already got. All the reliability of the cloud, with the nimbleness, elasticity and sustainability of Sesui.



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