

Sesui Virtual “Raise my Hand”



The ‘work from anywhere’ approach has meant we need to adapt how contact centre teams and processes work.

Responding to demand from a leading NHS client Sesui have released a new feature that emulates the need for contact centre agents to get support by raising their hand/a card on the floor of the contact centre.

The virtual “Raise my Hand” feature allows a button to be placed on any operator’s screen that once selected broadcasts an alert to a defined support group. The support group can then message the agent to assist and join the call through a conference facility if required.

The virtual “Raise my Hand” function is useful to:

1. Give re-assurance to agents that support is never far away, even if they are working from home
2. Provides an alarm mechanism to the operations team in the event that an agent needs emergency support.
3. Links together a distributed contact centre workforce, giving agents access to skills from colleagues that could be located elsewhere.

The service has been successfully deployed in NHS Urgent Healthcare providers to provide emergency assistance to call handlers. If during a patient call it is identified that the patient’s life is in danger, through selecting the “Emergency Assist” button a broadcast alert is sent to all available GPs and nurses. Whilst this is used on a limited number of calls, when used it provides a critical safety net for operators, patients and providers.

The virtual “Raise my Hand” button can be adapted to client needs e.g.

1. Requesting specialist technical or clinical support for a caller
2. Adding a sales specialist to a call
3. Bringing a supervisor in to a difficult to manage call

If you would like to see a demo of the feature and have it added to your Sesui service, please contact the team on 03445 600 600.

