

# HL7-Enabled Cisco Unified Contact Center

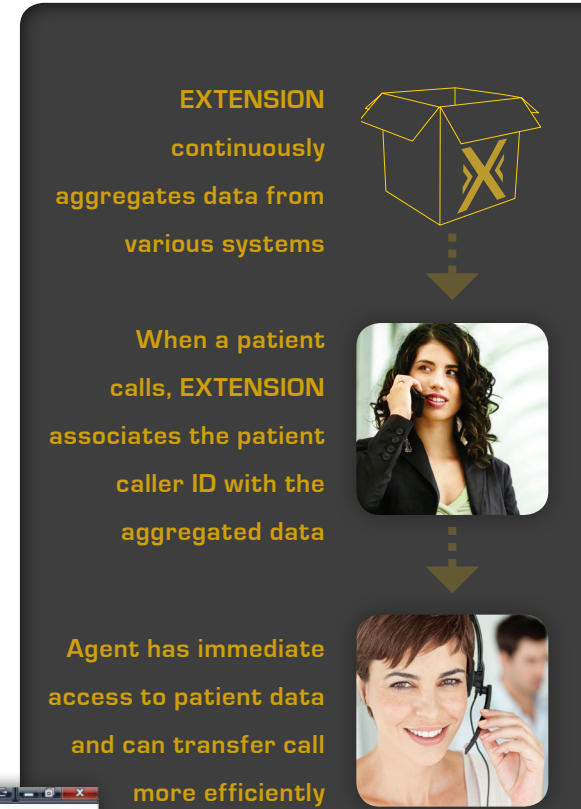
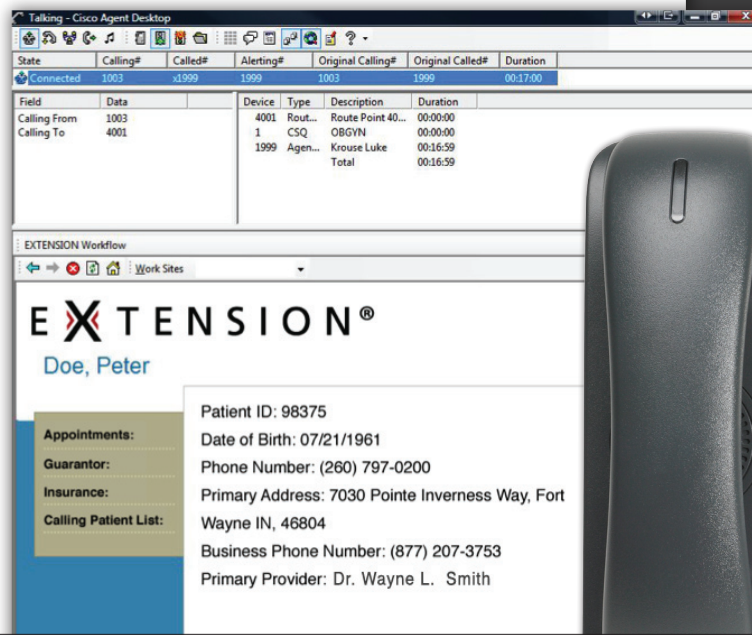


## Call Routing Based on Physician Caller ID

EXTENSION provides staff assignment information so that Cisco Contact Center can recognize a physician's caller ID and route his or her call to appropriate staff member or department upon request

## Intelligent Call Routing Based on Patient Caller ID

EXTENSION presents patient data to operator console or to a Cisco IP phone display so operators can better engage with caller and quickly route calls to the appropriate person or department



EXTENSION, INC. has developed a solution that integrates with Cisco® Unified Contact Center Express Premium to enable operators to efficiently handle inquiries via intelligent agent workflows. EXTENSION aggregates data from various clinical systems including patient and staff directories and allows operators to view relevant information in a single agent console to better interact with the caller. This eliminates the need for operators to search a multitude of directories and databases in order to engage with the caller, answer questions, and facilitate an appropriate call transfer if needed.

# Integrated Features & Benefits

## Benefits of an Integrated Solution

By combining Cisco's Contact Center offering with EXTENSION's interfaces engine a call center team is truly able to do more with less.

### Achieving Greater ROI:

- Quick access and analysis of relevant patient information from a single directory including patient demographics, appointment and insurance information, and more.
- More efficient call transfers as fewer calls are misrouted or lost
- Improved customer and staff satisfaction

## EXTENSION's Core Offering:

- Clinical and operational workflow engine designed solely for the healthcare community
- An appliance-based software application that aggregates HL7 and web-services data from all HIS/EMR systems
- Solution leverages investments of Cisco IP telephony by turning these communication devices into clinical workflow tools

## Cisco Unified Contact Center Express Premium Core Offering:

- An integral component of the Cisco IP Communications system that offers an integrated, full-featured solution for managing customer contacts with all the benefits of the converged Cisco IP Telephony architecture
- Helps customers move into the next phase of customer contact - beyond today's contact center - to a Customer Interaction Network, a distributed, IP-based customer-service infrastructure that comprises a suite of innovative, multichannel services and Customer-Relationship-Management (CRM) applications.
- Meets the needs of departmental, enterprise branch, or small to medium-sized companies that need easy-to-deploy, easy-to-use, highly available, and sophisticated customer interaction management for 1 to 300 agents.



## Systems Requirements

- Cisco Unified Contact Center Express Premium (Formerly IPCC Express)
- Cisco Communication Manager version 6.x, 7.x, 8.x (Optional)
- EXTENSION 1u Appliance
- HL7 Interface Engine

## Contact Us

Contact us today to find out more information on the full range of EXTENSION solutions for healthcare.

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