

# Case Study

## Vision Health – UK



### Back Ground

Many companies continue to use traditional wallboard technology to monitor contact centre agents, this technology is outdated and in many cases, has not been reviewed for many years.

The danger in continuing to use traditional wallboards is that they don't meet the human needs of modern contact centre employees, nor be aligned with new findings in the area of employee satisfaction and engagement.

### Customer Profile

Vision enables nimble, collaborative working across the healthcare landscape. Predictive and adaptive it thinks ahead, processing data in smarter ways. So you can access the right information, faster, to make better decisions. Be one step ahead, wherever you are.

### Objective

Previously known as In Practice Systems, Vision Health wanted to influence agent behaviour and create a more engaging environment for agents. From the outset INPS wanted more than traditional wallboards could offer, in fact the winning tender for their new contact centre technology hinged on the ability to meet their desire to blend data from multiple sources and maximise their investment in TV screen.

## Summary

Due to its open REST API architecture Optymyse gives customers the freedom to blend metrics from multiple sources, mix these metrics with threshold alerts and messages and deliver all of this via engaging, branded template designs. This was Vison Health's vision when they invested in a brand new contact centre however it was not until they engaged with SJS that their vision could become reality.

## Customer Feedback

**“SJS have been brilliant; their Optymyse product offers us a lot more flexibility and many features that we are still to explore.”**

– Angelo Chrysanthou, Head of IS, In Practice Systems, UK

