



Health system bolsters CDR with configurable parameters, unlimited data.



Mercy, one of the 25 largest U.S. health systems, includes more than 40 acute care, managed, and specialty hospitals, urgent care, imaging centers, and pharmacies. It has 900 physician practices and outpatient facilities, 3,400 Mercy Clinic physicians and advanced practitioners serving Arkansas, Kansas, Missouri, and Oklahoma.

Deployment: Over 50,000 Cisco IP Phones

The Challenge

- Data retention compliance
- Inability to quickly find and track troubled calls
- Lack of analytics and metrics from non-contact center staff members

The Solution

With Variphy, there is no CDR data limit. Mercy can access and report all CDR data as required by corporate, state, or federal policies.

Variphy allows hospital administrators and business managers to search and report on Cisco CDR using multiple parameters. This includes parameters not natively available in CDR files: end-user names, departments, device pools, device descriptions, device types, and more. Call history searches can include multiple criteria using Match Any vs. All logic.

Variphy's cradle-to-grave reporting tracks the complete call flow and exports to a single report. This feature enables Mercy to identify sequence events such as transferred, forwarded, and conference calls.

Mercy relies on UCCE for advanced call distribution and queueing. However, many of its clinics and sites need basic automatic call distribution functionality, which it handles with Hunt Groups and Native Call Queuing. Using Variphy, Mercy generates metrics and analytics with the quality of formal contact center reports.

Variphy's configurable dashboards and widgets give Mercy insight on call distributions by line group members, as well as statistics on call volumes by date, day, and hour. With metrics such as totals and percentages for abandoned, answered, transferred, forwarded, and voice mail calls, reports can be as granular as Mercy desires.