

Radiology for Amazon Connect

Many Radiology tests give a unique view into what's happening inside the human body, Operata provided the same visibility for Everlight Radiology into their cloud contact center environment.

For over a decade, Everlight Radiology has been a lifeline to hospitals, private imaging clinics and corporate radiology providers across Australia, New Zealand and the United Kingdom.

Over 150 consultants report on more than 600,000 examinations a year for Australian and New Zealand hospitals and private practices.

Having offices in opposite time zones is an integral part of Everlight's business value, leveraging international time zones to provide 24/7 radiology reporting, while ensuring radiologists only ever work 'daylight' hours.

Everlight needed a global Contact Center service to support both the front line agents and radiology consultants. The performance and reliability demanded for this mission critical 'life and death' service raised some unique challenges.

Everlight Goals

- Quickly baseline performance of the target Amazon Connect deployment.
- Validate that any expected network latency from having globally distributed customers and agents could deliver the required service quality.
- Continually measure production performance to provide the confidence needed to move from pilot users to full transition.
- Understand the end-to-end customer experience in detail, both within the Amazon Connect 'black box' and the Softphone answer points.
- Identify and establish the success of actions to optimise the performance of the environment, from Amazon Connect to the Agent desktop.

Key Points

The Everlight Radiology Call Centre is a life critical, 24x7 service ensuring more than 600,000 examinations per year are reviewed by over 150 consultants distributed across the globe.

Everlight selected the Operata platform to baseline and then assure performance as they transitioned services.

Operata Agent Collector and Conductor elements were deployed to gather event and performance data from both inside Amazon Connect, the transporting data network and the Agent softphone.

Operata insights highlighted improvement areas and the impact of remediation actions

Everlight had all they needed to complete their transition with minimal disruption and increased confidence.

Healthcare

"Everlight quote goes here. Everlight quote goes here. Everlight quote goes here. Everlight quote goes here. Everlight quote goes here. "

Alex Seng Business Analyst, Everlight Radiology

The Solution

Everlight selected Operata's Transform package in order to rapidly accelerate their deployment program. This provided both full access to the entire Operata platform with support from Operata's expert eervices to quickly embed the service into Everlight's Amazon Connect environment.

Everlight added the Operata Agent Collector to their custom softphone deployment (A JavaScript collector, deployed with Docker and delivered with Active Directory user authentication).

Once in place all agent activity, softphone errors and data network performance measures were passed into the Operata platform.

The Everlight team simply used the CloudFormation template to simply deploy Operata Conductor (via Lambda) within their AWS environment.

This cloud-native collector passes logs, based on Everlight controlled permissions, from within AWS on Amazon Connect events from sources including Contact Flow Logs and Contract Trace Records.

All sources of data were brought together in the Operata Platform, time synchronized and used by Everlight to give them the insights and understanding they needed to achieve their goals. Two features of Operata were found to be especially valuable.

Call Timeline

A correlated visual timeline of all events from the time a call connects on Amazon Connect to call Disconnection made it easy to firstly understand the events and then the timing of them.

This view highlighted the impact signalling latency had on both the Caller and Agent experience - not something always considered where network performance is variable.

The Operata API was used to feed collected data into Everlight's business intelligence platform, so key metrics could be integrated with their business processes.

Agent Status

From an Agent performance perspective it was important to understand whether anomalies were due to Agent behaviour, or technical issues:

For example, were MissedCallAgent events simply due to the Agent missing the call? Or were there technical issues that prevented the agent from being able to answer it?

The Operata Agent timeline brought together agent actions and softphone error logs into a simple Agent Status timeline for every agent. Filtering made it easy to identify the frequency and troubleshoot root cause of issues.

Operata Solution

- Performancer Monitoring
- Call timeline & agent status
- Insights & Analytics