

Traditional call centers were not designed for the volume of calls caused by a pandemic.

In the process of vaccination administration to citizens, organizations will face one or more challenges, including:



Call center backlogs and overwhelmed phone systems.



Need for inbound and outbound communications to citizens.

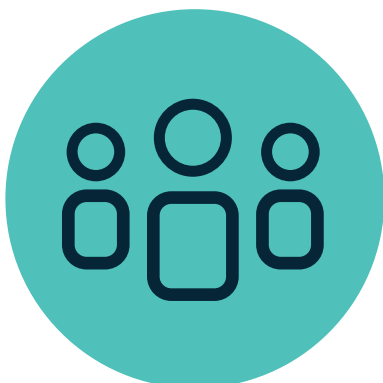


Information dissemination.

No Wrong Door approach with the use of:

- Omni-channel communications.
- Artificial intelligence technology.
- Chat bots
- Analytics for call center efficiencies.

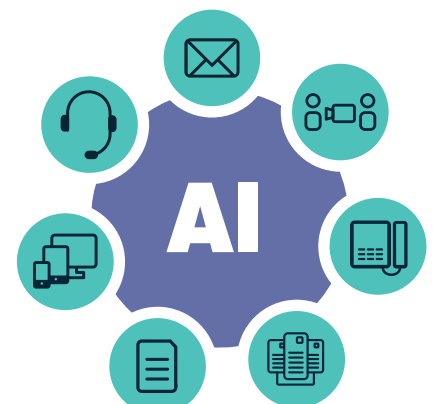
CBTS can quickly help your organization provide faster answers to your constituents, alleviating long hold times, phone system drain, and call center backlog.



Two-way communication with citizens



COVID-19 Vaccine Information



Whether handling first-time or repeat callers, CBTS creates a true omni-channel experience with Advanced IVR and Artificial Intelligence, allowing callers to receive automated updates, reserve their place in line to receive vaccinations, or even receive a call back with status updates.

CBTS is able to integrate with your CRM or other patient software, allowing us to provide your patients status updates in real time.



CBTS is able to recognize repeat callers and deflect them to an automated status update, thus alleviating a large volume of incoming calls.

Contact your local CBTS representative for more information.