

malomatia

excel with IT

## CONTACT CENTER SERVICES

QGCC - HAYAK "107" / PHCC



### Business Objectives

- › Government Contact Center is a unique communication channel providing front line support to all Government services
- › HAYAK "107" is considered the gateway for the primary health care corporation to interact with the citizens in order to answer their questions, queries and complaints & taking their suggestions.
- › HAYAK "107" aims to Serve PHCC patients around the hour, 7 days a week regarding their appointments, inquiries and complaints

### malomatia's Role

- › Delivery of end to end professional services to implement the project.
- › Design Full Contact Center Spectrum
- › Enhance Operational flow with new interactive methods to deal with patients
- › Develop Patient Satisfaction Model to enhance patients' needs
- › Maximize patients' & health centers' support
- › Enhance forecasting & analysis for health centers

### Results Achieved

- › Digital Services approach to all patients across Qatar
- › One line and One front Line support to all PHCC health centers
- › Three services: Appointments, Information & Assistance
- › Maximizing Patients' reach through social media
- › Support patients in 5 languages "Arabic, English, Hindi, Urdu & Tagalog.
- › Supporting Patients 7 days a week 24 hours a day.