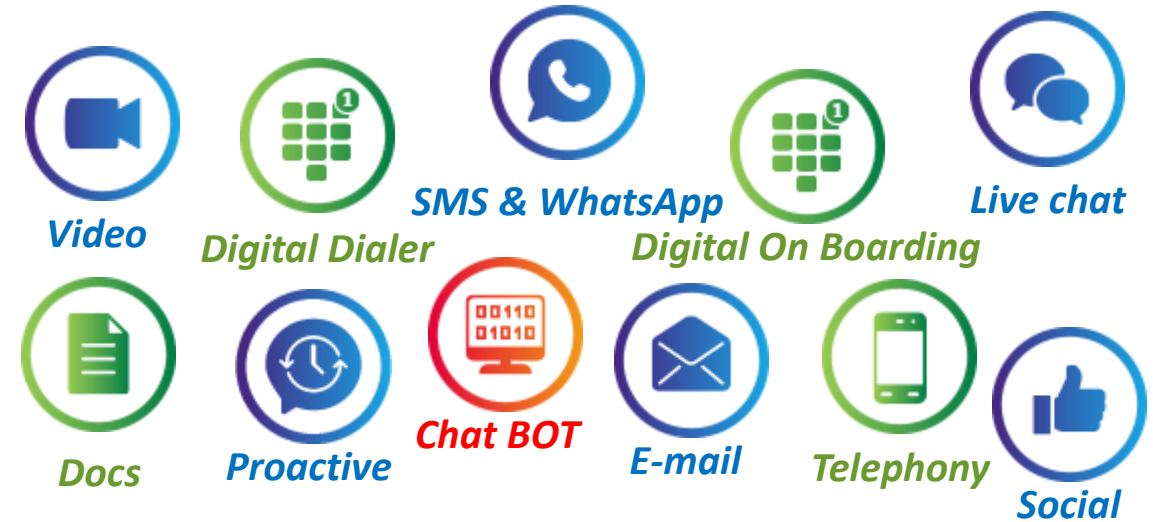


Enhancing Client Communication and Engagement

- Personalized communication across Email, WhatsApp, SMS, BOT, AI BOT, Video
- Streamlined data collection and client information gathering with Online Forms & Questionnaires
- Engaging clients through tailored landing pages and questionnaires with Advanced Landing Pages
- Automated communication processes for client engagement with Campaigns
- Comprehensive contact center for managing client inquiries and support requests across all digital channels with Full Digital Omni-Channel Contact Center



Digital Patient Automations & Business Flows

- Secure patient communication via WhatsApp, SMS, and Email for confidentiality and convenience.
- Seamless document reception and automated business flow design.
- Efficient pre-surgery preparations through automation.
- Timely blood test procedures with streamlined automation.
- Optimized appointment scheduling for clinic and patient efficiency.
- Automated post-operation procedures for comprehensive patient care.
- Enhanced accessibility and continuity of care with remote patient management.



Enhanced Dashboard and Management Features

7twenty MANAGER CALL-WATING ACTIVITY CHAT FACEBOOK SMS EMAIL GAMES KB Agent

TUESDAY, 20 MARCH 2018

00:21:46 AVERAGE WAITING TIME **00:22** WRAP UP AGENT **26** ONLINE AGENT **34**

Facebook

Incoming Calls: 8 | AVG WAIT TIME: 01:22:00
 Waiting Calls: 5
 Total Answered: 10

Chat

Incoming Calls: 70% | AVG WAIT TIME: 01:22:00
 Call-waiting
 Total Calls

Phone

Incoming calls: 105 | Total answered: 105 | Waiting calls: 105 | AVG Waiting Time: 00:15:00

Email

Inbox | Unread | Answered | AVG WAIT TIME: 01:22:00
 Morning | Noon | Evening

SMS

Jerome Luna: Hi, my name is Luna, I have a question (12:24 AM)
 Brent King: Hi, my name is Brent, I have a question (3:40 AM)
 Liron Cohen: Hi, my name is Liron, I have a question (3:50 AM)
 Tod Davis: Hi, my name is Tod, I have a question (3:55 AM)

Powered by **7twenty**

7twenty Менеджер

Итого сессий: 30 | Ожидают: 14 | Вызовы превышающие: 1 | Avg Wait Time: 00:00:00 | Закрыто сессий: 1

12 Итого сессий (Facebook)
 6 Итого сессий (WhatsApp)
 4 Итого сессий (SMS)
 4 Итого сессий (Telegram)
 2 Итого сессий (Phone)
 2 Итого сессий (Email)

7twenty Online Manager Actions Pickup Waiting Conversation(s) (2)

Reports

Report: Summary Report | Data Visualization: Chart | Chart Type: Doughnut Chart | X Axis: Date | Resolution: Year | Y Axis: Total Conversation | Z Axis: Channel

Data Resolution: Profile | Profile: Choose | Agent: Choose | End status: Choose | Channel: Choose | Date Range: November 23, 2015 - November 21, 2016

Summary Report

38% | 19% | 44%

