

## JESSENIUS

Jessenius, established in 2001, is one of the leading healthcare providers in the field of radiology in Slovakia. Modern technology is a key part of its approach – 100% of its workplaces operate on digital filmless technology.

### CHALLENGES:

The Jessenius Diagnostic Center needed to ensure the continuous availability of its services and address issues with call accessibility when patients contacted the call center to schedule or change an appointment.

During peak hours, the call center was unable to handle the high volume of calls, resulting in patients frequently encountering a busy signal or being unable to get through at all.

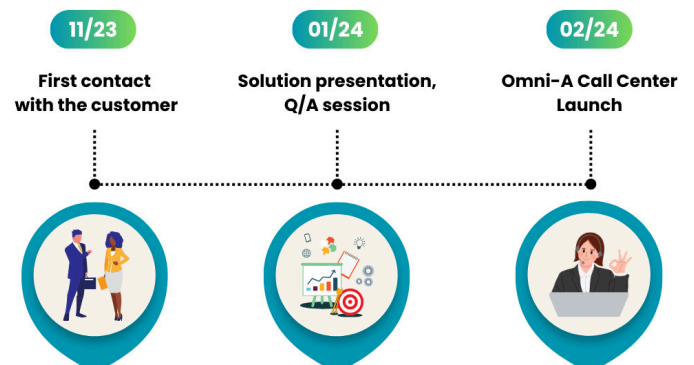
### COLLABORATION PROCESS:

The first contact with the Jessenius clinic took place in November 2023. After the initial meeting and specification of requirements for connecting the existing telephone exchange, the solution was quickly implemented. The system was deployed in approximately two weeks from the approval of the functional specification/finalization of requirements, and Jessenius started using the new solution in March 2024.

### SOLUTION:

We decided to implement our CCaaS solution Omni-A, which included:

- **Call Queue Management** – Creating a queue system where patients could wait to be connected with an operator.
- **Virtual Hold** – Automated callback service, allowing patients to hang up and wait for a return call if they did not want to stay on hold.
- **Call Distribution** – A system for recording callback requests, which automatically assigned these requests to an available operator when incoming call traffic was lower.
- **Reporting** – Real-time monitoring of call center operations with the ability to analyze performance and customer satisfaction.



## THROUGH THIS TRANSITION JESSENIUS GAINED:



➤ **100% handled calls** – Every call was answered, eliminating busy signals and missed calls.

➤ **Reduced administrative burden** – Automation of callbacks reduced the need for manual logging of missed calls.

➤ **Improved patient satisfaction** – Patients appreciated always receiving a callback and not having to wait on hold for long periods.

➤ **Flexibility and scalability** – The solution allows for future expansion, including integration with digital channels such as SMS and WhatsApp.



**100% of calls handled**  
Over **110,000** calls processed



**90 000**  
inbound calls



More than **20 000**  
callback requests

“The collaboration was conducted at a highly professional level, and the implementation itself was faster than we had expected. The results are outstanding – not only did we efficiently resolve the issue of handling calls during peak hours, but we also gained a modern system that enables us to easily follow up with clients and provides clear reports, allowing us to continuously improve our services.”

**Ing. Pavol Halaj**

Project Manager for the Contact Center Implementation at JESSENIUS - Diagnostic Center a.s.:



**ALCASYS**

**Alcasys** has specialized in call centers for **over 20 years**, delivering advanced communication solutions to businesses of all sizes.

As an integrator, Alcasys provides innovative and efficient solutions that help companies enhance customer service and optimize operational costs.



**omni**a  
cx made easy

**Omni-A** is a comprehensive solution for efficiently managing customer communication across all channels.

Thanks to easy integration with internal systems and advanced artificial intelligence, it enables faster request processing, increases customer satisfaction, and provides clear statistics and reports for strategic decision-making.

**ALCASYS**



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