Customer-Ticket.com

Analysis of Customer Service Processes and Issues in Healthcare Industry

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What are the issues customer service functions in the healthcare industry are facing nowadays?

SATISFYING CUSTOMERS ARE JUST NEVER ENDING CHALLENGES…

Delay in resolving issues, overlooked service enquiries and under achieved Service Level Agreement (SLA) are among the challenges faced by most businesses. These will lead to the potential loss of business if customer retention remains low and the reputation of the company will be at stake.

CUSTOMER SERVICE ISSUES CONCERNING THE HEALTHCARE INDUSTRY

Unlike other industries, customer service in the healthcare industry has a unique set of challenges specific to providing excellent service to the patients as well as their family members and the general public. In most cases, responding to feedback such as complaints, enquiries and requests are delayed due to inefficiency of the process.

Typically, collection of the customer feedback is by the following channels:

- Face to face discussion
- Email
- Phone
- Letters
- Paper forms
- Newspaper, through Editorials
- Website
- Social Media (Facebook, Twitter, Google+, LinkedIn etc)

Below are the dilemmas generally faced by the patients or customers on submission of their feedback to the customer service personnel:

- "It's taking them too long to get back to me"
- "The hospital didn't deliver what they promised"
- "I can't believe how rudely I am being treated"
- "They transfer me over & over and I have to repeat my issue again & again"
- "I have to check over & over on the status of my issue"
- "I have been left in the dark in support limbo"
- "They are not solving my problem instead of putting blames on others"
- "The problem is never being solved even after several visits"

THE SOLUTION – CUSTOMER TICKET SOLUTION

- Our customer-ticket online application is a SaaS "Software as a Service" solution.
- 100% web based – it is readily accessible with internet connection, anywhere.
- Cloud computing model –accessible through any computers, laptops and even mobile handheld devices.
- Ideal solutions to any companies – low monthly costs, no hardware maintenance, full technical support.

Features and Benefits of our Customer Ticket Solution:

o   Customer feedback does not require any prior registration

o   Online ticket created is routed to relevant personnel in real time

o   Customers will be kept updated once the ticket is received

o   System generated auto reply to inform all parties involved

o   Staff and clients will be updated by email alerts

o   Full history, requests and responses will be archived

o   Staff access control based on group and department

o   Real-time ticket statistics are available for management and monitoring

o   many more …

Key Functions offered by our Customer Ticket Solution:

o   To improve response times with powerful ticket management

o   To automate the workflow of the any customer ticket

o   To issue proper documentations and resolutions

o   To maintain complete audit trail

Nowadays, providing efficient customer service is not as hard or costly as you may think. With the advancement of information technology, enhancing business operation by resolving customer complaints can be materialized effectively at much lesser time and minimum cost.

The Customer Ticket Solution (CTS) is the solution arising from this technology. It is specially designed to help businesses in various industries to solve their customer support issues, hence the effort to retain existing customers become simpler while securing new customer s become easier.

If you are interested to know more, or if you have any questions, please talk to us at **_https://www.customer-ticket.com_**