

Zeacom Teams with Digital Telecommunications to Help

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Zeacom and Digital Telecommunications partnered together to deliver an innovative telephony and contact center system to Citizens Choice Healthplan.

When considering the best way to handle a membership base that had more than doubled over the past year, Citizens understood the need for big changes to be made. A leading provider of high quality health care and services for its Medicare advantage members, Citizens knew they had to focus on strengthening its Member Services Department.

“We faced three major challenges for 2007,” said Elizabeth S. Trejada, General Manager. “We had to ensure we were compliant with our government regulating body (CMS); we needed to support the new growth as we expanded our service areas and most importantly; we wanted to assure that our members would continue to receive top quality service.”

To achieve these main goals, Citizens Choice turned to Digital. “The feature rich and robust solution of an NEC IP- PBX and the Zeacom Communications Center met or exceeded all of their initial buying criteria, while providing VoIP applications when they are ready to turn them on,” said Ray Maccani, Vice President of Digital Telecommunications.

“Digital Telecommunications continues to be one of our key resellers,” said Brady Cox VP of Sales for Zeacom. “They understand the Zeacom Communications Center solution and how these applications can benefit their customers.”

The Zeacom Communications Center solution provides Citizens’ agents the ability to view via the Agent Desktop the work status of other agents and what is occurring real time in the various queues. Citizen’s also uses the Callback feature to provide callers with an option to have an agent return the call while still maintaining their position in queue.