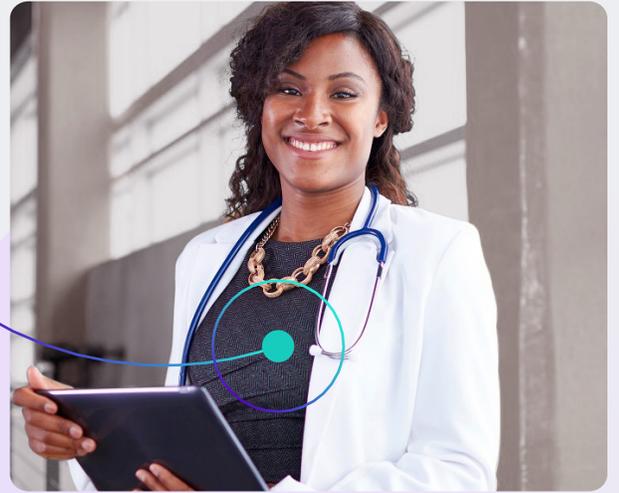:talkdesk® | cognosante
INNOVATE WITH PURPOSE

Cognosante powers scalable, reliable customer service for their healthcare customers

Talkdesk CX Cloud integrations with Microsoft Dynamics and Amazon Web Services improve efficiency and compliance.

Use Case
Service

Industry
Healthcare & Life Sciences
Information Technology & Services

Integration
Microsoft Dynamics

Key Metric
500+ seats implemented in 2 days

Challenge

Needed a contact center solution that was quick to deploy and could facilitate HIPAA and FedRAMP compliance for partnerships with government healthcare programs.
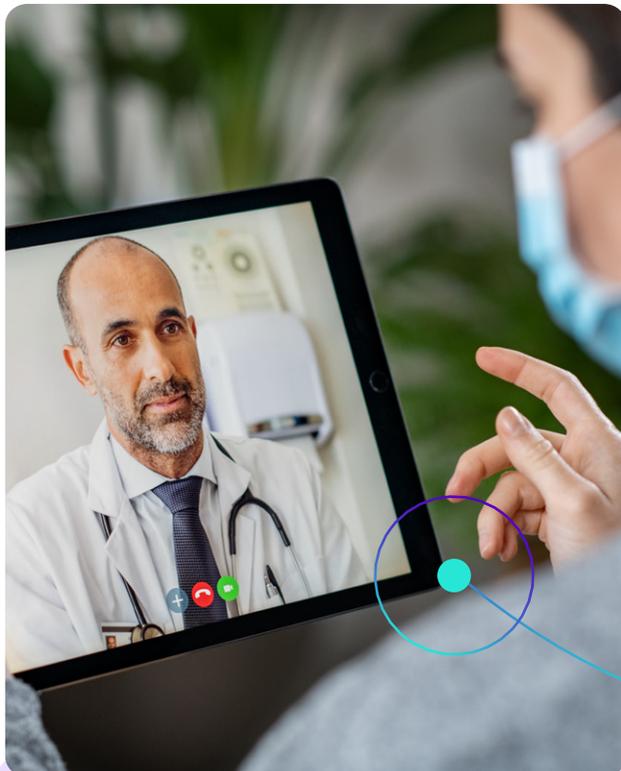
Solution

Implemented Talkdesk in two days and leveraged custom call recording storage to maintain control over compliance and security requirements.

Results

Integrated with Microsoft Dynamics 365 to provide more personalized and efficient customer service for Medicare and Medicaid consumers.

Prescribing better patient service with Talkdesk.

For almost 30 years, Cognosante has dedicated itself to transforming the U.S. healthcare system through its leading operations services. The Virginia-based company helps state and federal agencies throughout the country launch and maintain customer service programs.

At the heart of the company's objectives is its dedication to providing clients the highest quality, most efficient customer service operations possible. To achieve this the company relies on Talkdesk to ensure customer inquiries are handled the moment they are received.

The diagnosis.

Prior to adopting Talkdesk, Cognosante had already tried multiple phone systems with suboptimal results. The company was looking for a next-generation contact center solution that could facilitate the agility its clients required without the need for dedicated telecommunication IT staff. Due to the complex nature of working with government organizations, it was critical that Cognosante's next solution be able to deploy quickly to eliminate the possibility of downtime for its support teams. Furthermore, a solution was required that would help the company maintain HIPAA and other governmental compliance.

Upon discovering Talkdesk, David decided to give it a try. The first thing David noticed about Talkdesk was its rapid setup. In fewer than two days, the company had a functional contact center, complete with a Microsoft Dynamics 365 CRM integration. Most importantly, Talkdesk's custom storage solution for call recordings allowed Cognosante to remain HIPAA compliant. As David explains, "information security is Cognosante's number-one goal. Talkdesk helps us address our liability and security concerns by allowing us to own and control our call recordings. No other solution offers this."

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— **DAVID GREEN**, DIRECTOR OF TECHNICAL DELIVERY, COGNOSANTE

A clean bill of health.

Talkdesk's integration with Microsoft Dynamics 365 provides all agents with quick access to client information while on the phone, allowing for more personalized conversations and faster resolutions. The solution's self-service management has also empowered Cognosante to make changes to its clients' contact centers and scale up or down whenever needed without interrupting customer service.

The Talkdesk feature that Cognosante has found to be most impactful on business operations is the custom storage solution. Using this feature, Cognosante is able to easily integrate with their Amazon Web Services (AWS) instance in order to send all Talkdesk call recordings to a secure storage bucket in real time. The company is then able to maintain complete control over call recordings and any subsequent caller information. Through Talkdesk's unique custom storage solution, Cognosante guarantees that they are always 100% HIPAA compliant.
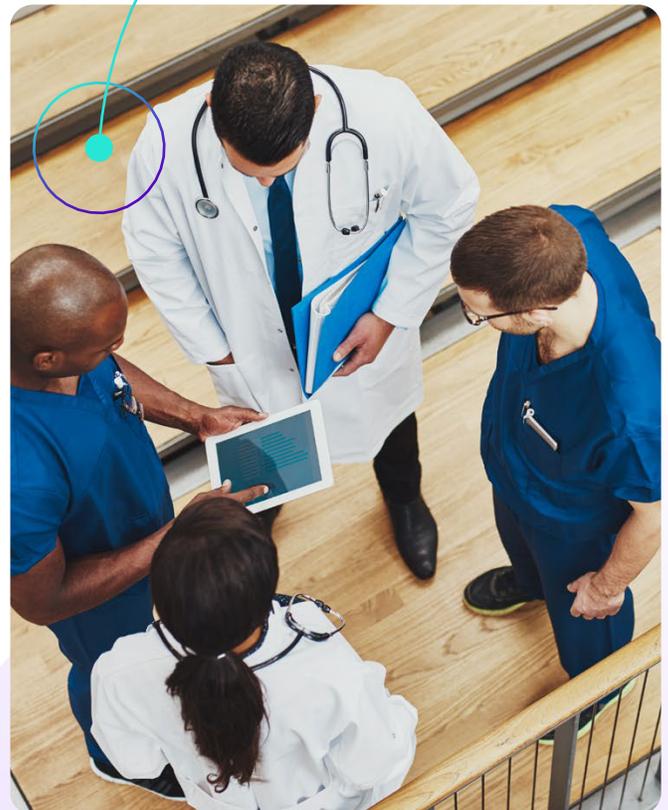
Adopting Talkdesk has also optimized the customer service process for many of Cognosante's clients. To help further streamline efforts, the company has given both agents and supervisors full access to Talkdesk's historical and live reporting. This transparency eliminates administrative complications and is possible due to Talkdesk's all-inclusive license packages. By maintaining this style of management, agents can always view their metrics to keep themselves accountable and motivated at all times.

As Cognosante continues to ramp up with Talkdesk, the company has started to experience an interesting phenomenon. "Supervisors across the business have noticed Talkdesk's positive effect and are demanding Talkdesk for their teams," explains David. "This has never happened with any other tool, and we're excited to see what our partnership with Talkdesk has in store for us in the future."

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About Talkdesk

Talkdesk® is a global customer experience leader for customer-obsessed companies. Our contact center solution provides a better way for businesses and customers to engage with one another. Our speed of innovation and global footprint reflect our commitment to ensure businesses everywhere can deliver better customer experiences through any channel, resulting in higher customer satisfaction, cost savings and profitability.

:talkdesk®

Experience. A better way.

Customer Stories:
Cognosante