



# Optimizing Efficiency and Productivity in the Radiology Sector

## ABOUT THE CLIENT

Our client is an industry-leading provider of a full-service, all-digital radiology network in Ontario, Southern California. For the past 17 years, the client has been committed to providing top-notch and cost-effective diagnostic imaging services to its patients. Presently, the client operates eleven state-of-the-art facilities strategically located throughout Southern California while catering to English and Spanish-speaking customers.

## CHALLENGES FACED

Our client encountered various operational challenges due to poor management and resource utilization, impacting their efficiency and productivity. These challenges included:

1

**Appointment Cancellation Rate:**

The client receives a high rate of appointment cancellations, resulting in inefficient scheduling and resource utilization.

2

**Availability Management:**

They also posed a major challenge in balancing the availability of appointments in fulfilling patient demand.

3

**Handle Time Optimization:**

They needed improvement in maximizing operational efficiency and the time to handle patient inquiries and requests.

4

**System Issues:**

They also encountered technical glitches and system-related challenges that were causing disruptions in workflow and impacting patient satisfaction.

To address the challenges mentioned above, the client was looking for a solution to facilitate its processes and enhance its performance. Thus the organization turned to Fusion, a trusted partner in driving operational excellence to overcome obstacles and achieve remarkable results.

# ACTION PLAN DEPLOYED

By leveraging Fusion's comprehensive approach and tailored solutions, our client successfully addressed their challenges and significantly improved efficiency, productivity, and overall performance. As a result, we offered a customized solution that includes:

1

**Comprehensive Analysis:** Our team performed an in-depth analysis of the client's operations, identifying areas of improvement and developing a tailored action plan.

2

**Knowledge Base Enhancement:** We conducted assessments to evaluate the agents' retention of the knowledge base, ensuring accurate and up-to-date information.

3

**Quality Assurance Initiatives:** Regular feedback sessions and coaching from our Quality Assurance team helped agents enhance their skills and bridge performance gaps.

4

**Continuous Training:** Coaching sessions were conducted twice a week for each agent to review processes comprehensively. Our local trainer facilitated refresher sessions after every client update, equipping agents with the necessary knowledge to handle evolving situations.

5

**Performance Feedback:** Agents received daily personalized feedback to identify areas of improvement and foster continuous growth.

6

**Data-Driven Insights:** Hourly reports provided valuable insights into key metrics, enabling the client to monitor performance and make data-informed decisions.



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# OUTCOMES

The results achieved through Fusion's solutions were remarkable. We helped our client achieve the following:

- **117.2%** of their goal in appointment scheduling
- **99.6%** reduction in Make Busy time
- **25%** reduction in average handle times (AHT)
- **109.6%** of adherence to their targeted QA standards

Furthermore, the implemented action plan resulted in a significant productivity improvement. Agents demonstrated remarkable proficiency in handling low and medium queue skills, effectively managing diverse call scenarios. Additionally, our excellent capabilities in handling calls in both English and Spanish enable seamless multilingual communication with a broader range of patients. These achievements underscored the successful outcomes of the action plan and its positive impact on the client's operations.



## ABOUT FUSION

Fusion BPO Services is a leading name in the business processes management industry, delivering customizable contact center solutions to 250+ clients worldwide. With its headquarters in Canton, Ohio, and 28 locations in 14 countries around the globe, the company employs more than 12,000 industry experts delivering premium voice and non-voice customer support for more than 30 years. The company specializes in highly-customizable inbound and outbound contact center solutions infused with the Power of Human Connect, ensuring meaningful customer engagements and superior customer experience deliveries for its global clients. For more information on the company or the services and industries they serve,

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