

Launch Your Coronavirus Call Center with Health Cloud

Virsys12's Health Cloud Quick Start for Coronavirus for call centers accelerates the Salesforce Health Cloud implementation for responding to the increase in calls and information response to the Coronavirus Pandemic. This quick-start solution allows you to get started with Health Cloud in record time... And Salesforce is offering the license for free to help with response to this escalating national health issue.

Health Cloud for Coronavirus Quick Start Package by



Patient Demographics | Call Center | Triage
Call Script | Queue Management | FAQs
Training

Discovery

Initial 2-hour scoping and prioritizations session

Basic Health Cloud Security Setup

Basic setup of Health Cloud with 3 security profiles and up to 50 users added.

Triage Scripting

For quick call response, the creation of a call script to answer questions and receive information about a patient's condition (up to 10 questions)

FAQ's with Knowledge Article

Creation of one articles for frequently asked questions

Quick intake and queue management

Quick capture intake process and setup of queues to support minimal data entry steps associated with the call (up to 4 hours of your specific user interface customizations)

Training

Up to two 2-hour training session for the various teams to help go-live quickly

Fixed Price of \$5,000 based on specified deliverables and defined scope delivered within 24 hours of prioritized work. Recommended for 10 or less EE or UE licenses to get started on your Health Cloud journey. Additional configuration, integrations, appropriate applications and strategy available on a time and materials basis. Contact a Virsys12 representative for more information.