



# Healthcare Support

## Case Study

### Description & tasks

We support a major Hungarian healthcare centre with a wide range of services related to health and well-being, including, but not limited to cardiology, pulmonology, endocrinology, allergology, diagnostics, and occupational healthcare, at the highest level.

We are responsible for taking overflowing inbound calls, pre-screening and answering FAQs.



#### Segment

B2C



#### Services

Customer Service



#### Headcount

17 agents



#### Languages

Hungarian



#### Quality check

98%

### Achievements

Managing a total of around **150.000 contacts** during the campaign as part of a hybrid system using both outsourced and in-house customer service, with a **quality check rate of 98%** in a field requiring highly accurate administration

**Significant relief** for the client's customer service department in terms of repetitive administrative tasks

**Continuous, high-quality service** as a premium healthcare field service partner, with a call volume difference of **more than 250%** between peak and off-peak periods

**Native call center service** in several languages in a sector requiring specialized technical vocabulary

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