

Answers to Frequently Asked Questions

New Soft Phone Systems

for Managers & Staff

What phone system are we changing to?

eHealth Technologies is changing its phone system from Cisco/Jabber to two new services. Operations staff will transition to Five9, a leading contact center solution that is simple and user-friendly. Five9 was selected to improve the efficiency of making and receiving provider/patient phone calls. All other areas will use CallTower. Microsoft Teams will be the collaboration tool for all employees across the company.

Why are we changing our phone system?

These phone system updates include the latest technology in soft phone services offering us added features that are not available with our current carrier. For the Operations team, the new phone system will offer time-saving enhancements once it is integrated with Decisions.

What new phone system capabilities should I expect?

All employee can expect it to be easier to work from anywhere—whether in the office, from remote work locations, or while traveling. The new phone systems are cloud-based and live on your computer desktop or laptop.

What is the transition process for added features for Operations team members?

- Operations employees will have the ability to make and receive calls. Of note, “click-to-call” for outbound calls will not be functional immediately. This is because Five9 is compatible with Google Chrome and Operations uses Internet Explorer from Salesforce, Excel, and web browsing.
- Once Decisions workflows are fully deployed and applications from Internet Explorer are migrated to Google Chrome, “click-to-call” functionality will be in place. This timeline is dependent on the Decisions rollout.

When will my phone system be updated?

We will start the transition for the Operations team in the Southeast region, and at the same time onboard all non-Operations employees. Once this is complete, roll out to all other regions in Operations will begin. We will keep managers informed of timing for this process.

How does the new phone system work?

Your phone will be a soft phone that lives on your desktop and web browser. It will work the same way as Jabber. People in Operations will see Five9 as their phone system. Non-operations people will see CallTower listed as their phone system.

What is involved in the installation process?

Your phone system will be installed on desktops and web browsers for all users by our IT Department.

Will I need a special login to use the new phone system?

You will be setup with “single sign-on” capability so that you won’t have to separately log into the phone

system. It will be ready for use as soon as you log into your desktops using your Microsoft Windows credentials.

Will I receive training?

In Operations, RDs will receive training first, then Jeff Freier and Kelly Sitton will provide training for all other Operations team members. In addition to this training, a user's guide is also available to all employees from your Five9 account. The platform is easy to use and similar to how you currently use Jabber.

Training is also available for non-operations employees. Expect more information about training soon. In the meantime,

- [Click here for Microsoft Teams Training Video](#)
- [Click here for CallTower Online Training](#)

What should I expect to be different about the new phone system?

The Operations team will notice a few changes:

- CSS employees will not be able to highlight a phone number and right click to make a call. Instead, the phone number must be manually copied from other applications, such as K2/SalesForce/Excel/Web into the Five9 agent in the Google Chrome browser to make the call. This change is temporary. Click-to-call functionality will be available when phase 2 is completed toward the end of the year.
- RTL/CSS3: Instead of running manual reports, the new phone system allows routine reports to be automated.
- All system phone calls will be recorded for monitoring and QA purposes by the Operation Management Team
- Regional voicemails will be handled in a queue vs. a regional mailbox. This way as soon as an agent logs in and is available they will receive the voicemail to handle.

All employees will:

- Use Microsoft Teams as a powerful collaboration tool, including internal and external chats, instead of Jabber.

When will the Operations team start gaining efficiencies from the new phone system?

We are working on some process re-engineering which will gradually be done with the help of Decisions workflows and other application upgrades that are currently underway. We anticipate that users will start seeing efficiencies at the end of 2020 or beginning of 2021. We appreciate your support during our transition process.



What features and benefits will Operations employees experience from the new system?

Here is a breakdown of functional benefits by phase:

Feature	Immediate	After Decisions Integration
Click-to-call	Ops employees will need to manually copy phone #s from other applications. Non-ops staff can right click on phone number to call.	Ops employees will be able to use the click-to-call feature, as will non-Operations employees.
Screen Pops	A pop-up window displays the incoming call. For CSS staff, the case # will be displayed, and can be copied to pull up the case information while answering the call.	A pop-up window will display the incoming call and automatically pull up the case information as the CSS answers the call.
Call Wrap Time	The Five9 system is configured to have 2 to 3 minutes between calls for CSS to update case notes before the next call is routed to them.	
Voicemail	Regional voicemails will be handled in a queue vs. a regional mailbox. This way as soon as an agent logs in and is available they will receive the voicemail to handle.	When an outbound call goes into voicemail, the CSS can record a message and disconnect, but Five9 continues to remain on the call until the beep to leave the recorded message.
Automatic/ Progressive Dialer		This will automate the outbound call activity as the phone system dials out based on the predefined calling list for each user/CSS.
Reports	Routine reports to be automated instead of running manually.	
Call Dispositions	Agents will be setting a call disposition that will trigger different actions in the system as well as additional metrics to report on out of the phone system.	

What features and benefits will non-operations employees experience from the new system?

Non-operations employees will immediately have the ability to work in and out of the office, be able to work globally (in the U.S. and India), and utilize instant messaging and collaboration tools.

Do you have additional questions? Please contact [Jeff Freier](#) at 585-242-1049.