Benefits to Home Instead Senior Care offices from working with Convergent Communications

First and foremost, we've taken our personal knowledge of the specific and unique communication needs of a Home Instead Senior Care office and combined that with a highly responsive customer centric way of doing business. How have we addressed the needs of our existing Home Instead clients? In no particular order, we've . . .

Made modern, high-tech, intuitive phones available with a system that 'just works'

Having a great phone interface makes it possible for phone operations to be done intuitively, without having to memorize extensions or codes. Phones easily integrate with quality headsets that we can set up. This improves neck posture. It keeps both hands free to use the keyboard while talking, increasing efficiency and saving time. None of that matters if the underlying system doesn't get calls to and from the phones reliably. Our system is highly reliable and designed specifically around the needs of a Home Instead office. We can make it do just about anything that you can dream up.

Created an infinite increase in incoming and outgoing phone lines (applicable if not already on a VoIP system)

This means that there is no longer a technological reason for a call to go to voice mail. This saves time for office staff not having to listen to messages and then trying to connect back to those missed callers. It increases client and caregiver satisfaction when they can reach staff on the first try. It will increase business since a lot of prospective clients will just move on to the next agency instead of waiting for a return call if they get voice mail.

Made it possible to know who is calling through accurate caller ID that displays on the phone and on the PC.

We import all of your ClearCare contacts so that you will know immediately if the caller is a client, caregiver or someone else, even if you don't know them personally. This can greatly reduce the call burden on your receptionist since the intended recipient can often answer directly. Surprise people and be efficient and personal by greeting them by name - they will appreciate it. Calls can also be routed automatically to office staff based on Caller Type (clients, caregivers, RPNs, vendors, etc). You will also know incoming Caller Type based on the incoming ringtone.

Made it possible to audibly know if a call is interoffice or from an external source

This is more efficient for staff since they can know without looking if a call is ringing just to them or to others in the office. If the call is an incoming call, they know that it will ring to all staff so it is not as incumbent on them to answer.

Made it possible to make calls through the phone system from outside the office

There is no longer a need to give away your personal cell phone number when making an outgoing call away from the office. The office's main number will display on the recipient's phone when calling from your mobile. This helps avoid confusion with those you are calling. They don't have to wonder which number to call back. They will no longer store your cell number as the main number for Home Instead Senior Care. It is more professional to present a single number to clients and caregivers. It allows you to work from home or otherwise away from the office with it appearing that you are at the office.

Made it easy to page within the office

We made it possible to page the entire office or just certain extensions without the recipient even having to pick up their phone. It is a little thing that can be very handy, especially if staff are not all within ear shot of each other. It also eliminates the need to shout across the office.

Made web-based integrated phone system software available to significantly increase calling efficiency

This makes it possible for each person in the office to know who is on the phone and who they are talking to. It is a very easy and intuitive way to make blind or attended transfers within the office. It makes it very easy to instantly look up and call any client, caregiver or other person in your contact list that we preload into the system for you from your ClearCare contacts. It creates a great interface for owners to monitor calls within the office and even "whisper"

to their staff on the phone, and not be heard by the other party. This is especially helpful when training and offering suggestions to a newer staff member that is taking a service inquiry. It allows you to see who is on the phone even when away from the office, making it that much easier to work from home while keeping in the know about what is happening at the office. You can even auto-dial numbers by clicking on them within ClearCare!

Created an effective after-hours interactive voice response (IVR) system that varies based on the caller type

The system captures service inquiries after hours and directs them to owners or whoever can most effectively handle them. This will certainly help to convert after-hours and weekend service inquiries into clients. One new client that may have otherwise been missed can pay for many years of a phone system! The system also directs calls that are not time sensitive to office voice mail to allow on-call staff to manage work flow and reduce the likelihood of a time sensitive call going to voice mail. For emergencies or time sensitive situations, clients or caregivers can easily escalate calls to ring more than just the on-call staff, without staff giving out personal cell numbers. Because our system distinguishes between caller type (Caregiver, client, RPN etc.), we provide custom IVR menu options depending on who is calling.

Made it possible to record conversations

This is helpful when there is differing opinions about what was actually said during a phone conversation. You no longer have to wonder who is correct and rely on conflicting recollections.

Developed a backup system in the event of a power or Internet failure in the office

This allows for an immediate switchover to mobile phones, ringing both the actual mobile number and/or a softphone extension on the phone (when the proper app is installed). If the call is answered using the softphone extension on the phone, calls can be transferred to other mobile phones in the office. For long-term outages such as after a hurricane, office phones can also be unplugged and brought to another location that has Internet and power and can continue working with little interruption.

Provided other helpful and valuable ideas beyond the phone system

We've offered other very valuable operational and technical help and suggestions based on our experience and high-level success operating our own Home Instead Senior Care office. This is our icing on the cake.

We are investing in even better ways of doing things

When operating our own Home Instead Senior Care office, we noticed that when we had a significant failure, such as when we forgot to add a shift that a client requested or forgot to remove a sick caregiver from an upcoming shift, it was often because of a phone call that didn't get properly documented and then slipped through the cracks. We are in the beta stage of testing software that we have developed that will create a straightforward way to log all calls, making it easy to prevent calls from slipping through the cracks. Mistakes make offices look bad and take extra time and money to fix and create potential liability. Our system will help prevent those negative Google-review events from happening!

We know that you don't have the time to figure all this out.

As recent Home Instead owners, we know all too well that you don't have time to figure this stuff out. That's why we take care of everything possible for you. We suggest trying us, commitment free and without cost, while keeping your old phone system in place, to see if we can materially improve your office operations as we have with other Home Instead offices. We also encourage you to ask our existing clients if we've indeed transformed their communications.

We're just a phone call away. Please let us know how we can best serve you. We can be reached at 863.229.3099.

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