

## Integrated booking system and agent desktop

Express Medicals Ltd was established in 1996 and has developed into a key provider of Occupational Health, specialising in services to rail, transport, construction and service industries throughout the UK. The central aim of the company is the provision of a rapid, flexible and professional service and so, to help them achieve this goal, the company sought a new booking system which would offer high service levels for clients and give them an edge in the marketplace.

### Complex solution requirements

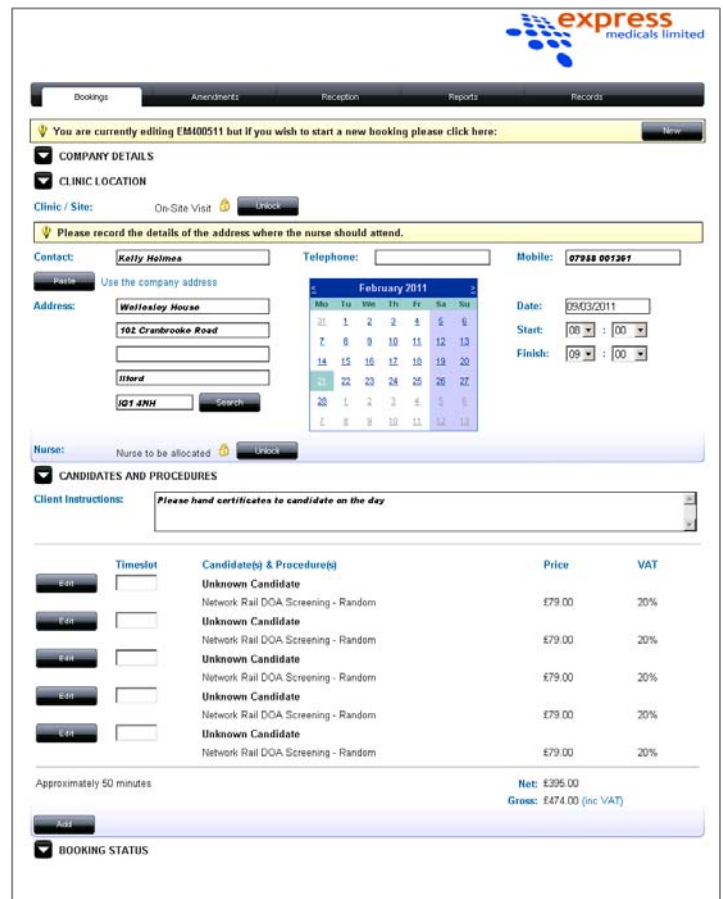
As a rapidly growing business, Express Medicals recognised the need for a new booking system which could bring together differing client and site requirements and procedures, enabling the regulatory tracking and storing of candidate medical history and provision of data for billing purposes, whilst ensuring exceptional service levels were maintained. Off-the-shelf systems were considered but disregarded due to the complex customisation required to accommodate the many different clients, candidates, locations and procedures. Instead, Express Medicals began the search for a completely flexible solution which could be tailored around their diverse requirements and provide clients with a rapid, individual response.

### Marrying multiple sites with the contact centre

mpl systems were duly approached and asked to design a system which would mesh together a booking system with customer contact technology flexible enough to manage pre-bookings across multiple locations as well as walk-in appointments. The resulting facility, utilising mpl systems' intelligentContact platform, gives Express Medical agents a simple graphical user interface (GUI) from which they can book appointments according to clients' individual rules and allocate their own staff according to location and skill set.

### Single agent desktop

The simplicity of the GUI belies the complexity of the data and management tools sitting behind it; as a client calls in, the system prepares all available data and contact history to assist the agent with the request being made. This includes candidate history, procedure details and available dates and locations for the requested procedures.



The screenshot shows a web-based booking interface for Express Medicals Limited. At the top, there are navigation tabs for Bookings, Amendments, Reception, Reports, and Records. A yellow banner indicates the user is editing booking EM400511. The form is divided into several sections:

- COMPANY DETAILS:** Includes fields for Contact (Kelly Holmes), Telephone, and Mobile (07918 001367).
- CLINIC LOCATION:** Includes fields for Clinic/Site (On-Site Visit), Address (Wolfsley House, 102 Cranbrooke Road), and a calendar for February 2011.
- CANDIDATES AND PROCEDURES:** Includes a field for Client Instructions ("Please hand certificates to candidate on the day") and a table of available timeslots.
- Table of Timeslots and Procedures:**

Timeslot	Candidate(s) & Procedure(s)	Price	VAT
[Edit]	Unknown Candidate	£79.00	20%
[Edit]	Network Rail DOA Screening - Random	£79.00	20%
[Edit]	Unknown Candidate	£79.00	20%
[Edit]	Network Rail DOA Screening - Random	£79.00	20%
[Edit]	Unknown Candidate	£79.00	20%
[Edit]	Network Rail DOA Screening - Random	£79.00	20%
[Edit]	Unknown Candidate	£79.00	20%
[Edit]	Network Rail DOA Screening - Random	£79.00	20%
- Summary:** Shows "Approximately 50 minutes" and a total price of "Net: £395.00" and "Gross: £474.00 (inc VAT)".
- BOOKING STATUS:** A section at the bottom for managing the booking status.

- ✓ A client database
- ✓ Multiple client/location booking capability
- ✓ Automated email confirmations
- ✓ Automated purchase order request
- ✓ Integration with invoicing and MI reporting
- ✓ Calendar and scheduling functions
- ✓ Procedure tables for each location
- ✓ Integral outsourcing support utilising the same system, processes and data.