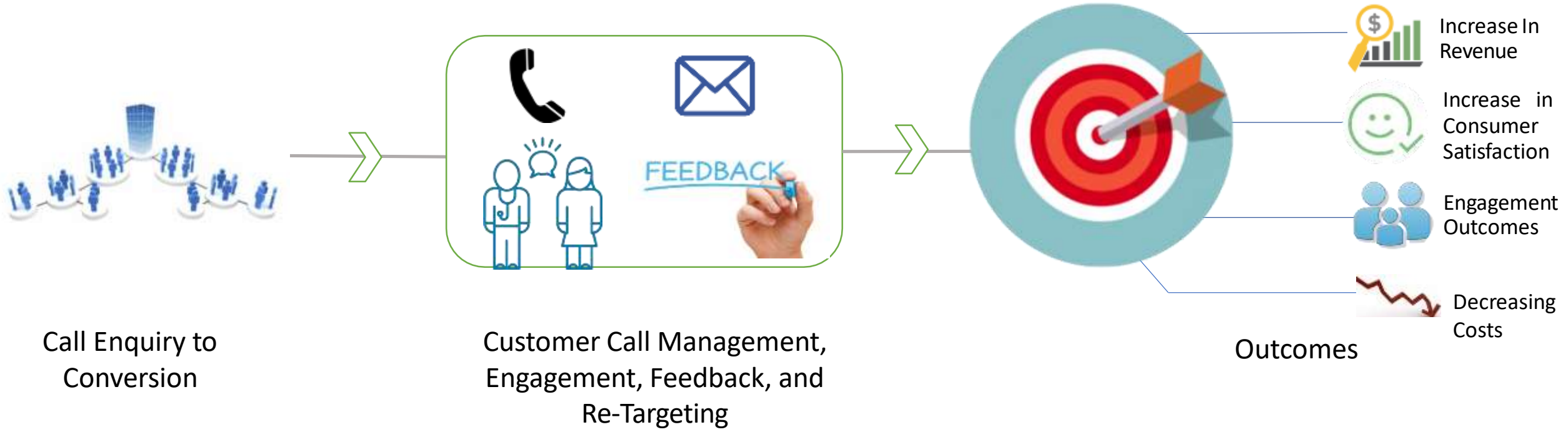




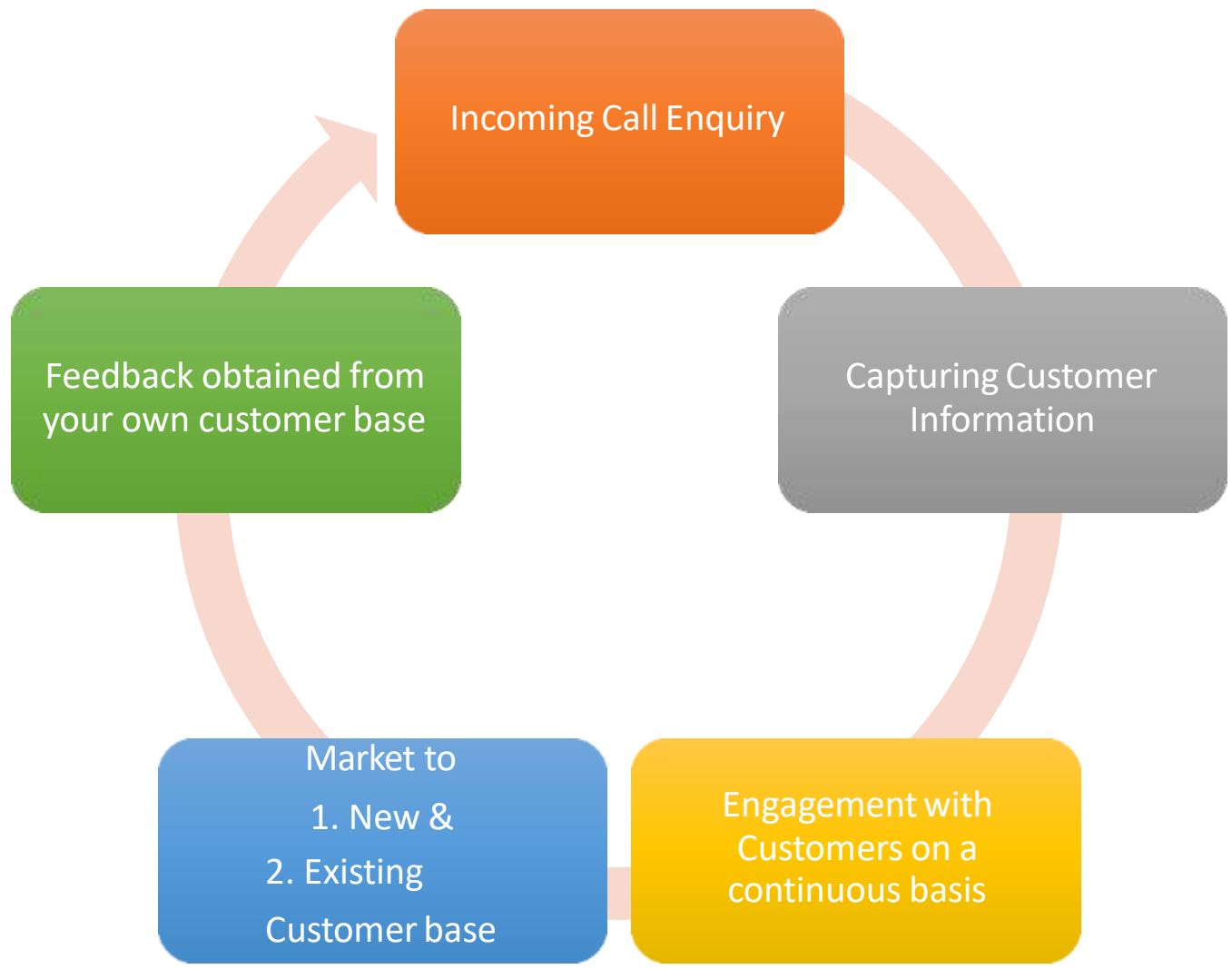
Managing Patient Communication and Engagement

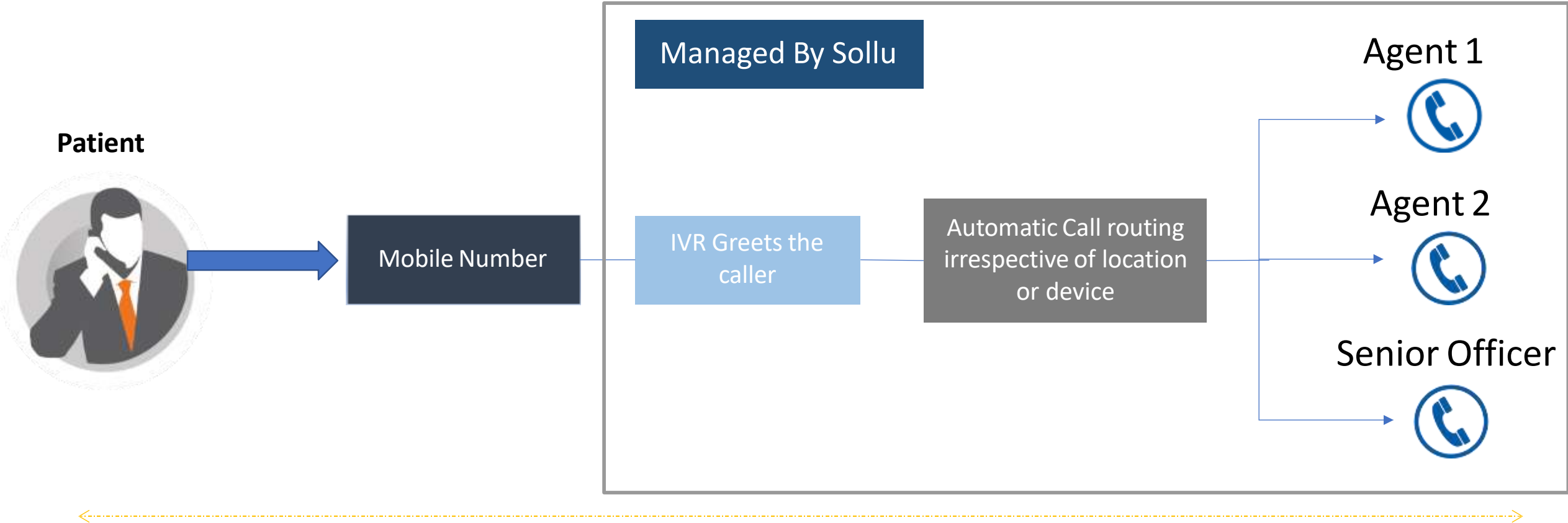
Sollu enables organizations to **Communicate, Engage, Market & take Feedback** from Customer ensuring better outcomes



The entire lifecycle of the Customer right from enquiry stage to conversion stage, followed up engagement, marketing and feedback is taken care of by Sollu

Sollu has an optimal suite of solutions which caters to all the stages of communication between an organization and a Patient

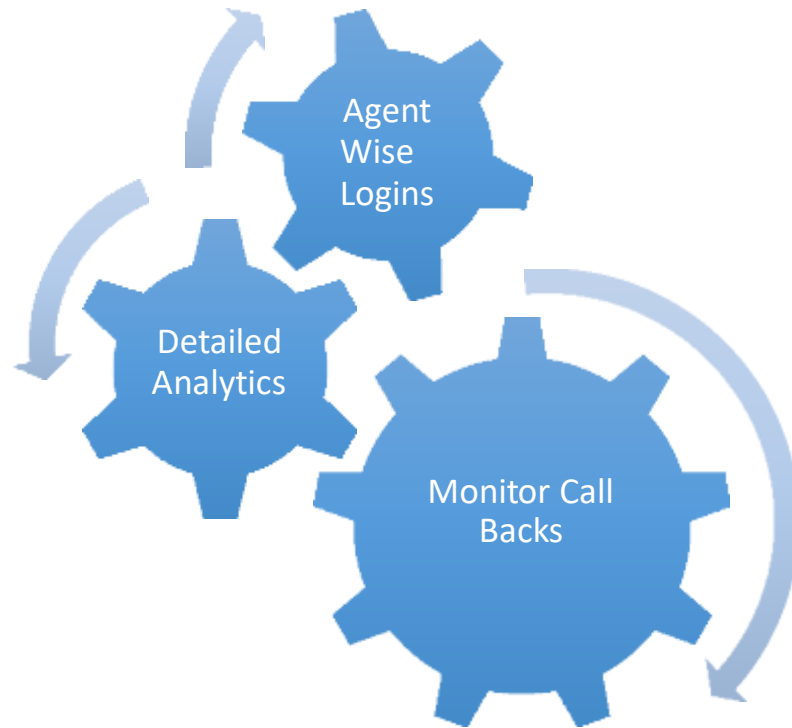




- Entire Conversation between the customer and the team will be recorded and stored thereby –
1. Helping the team improve customer call experience - Quality of the call can be monitored
 2. Better call tracking (No missed calls)

Sollu – Intelligent Advanced Call Centre

Customized Call Centre with individual logins for each agent, advanced call analytics with deep insights into agent performances

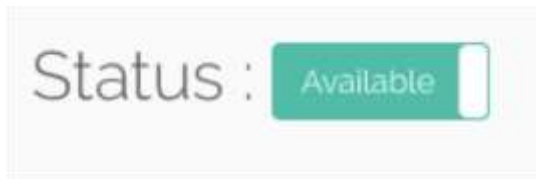


Advantages Of Sollu Call Centre

1. Add as many agents and connect them to the same number without any physical infrastructure
2. Log-in from any computer and start using the call center application
3. Setup your call center in under an Hour

Sollu – Intelligent Advanced Call Centre

Call Center has a very unique set of feature which has been illustrated below

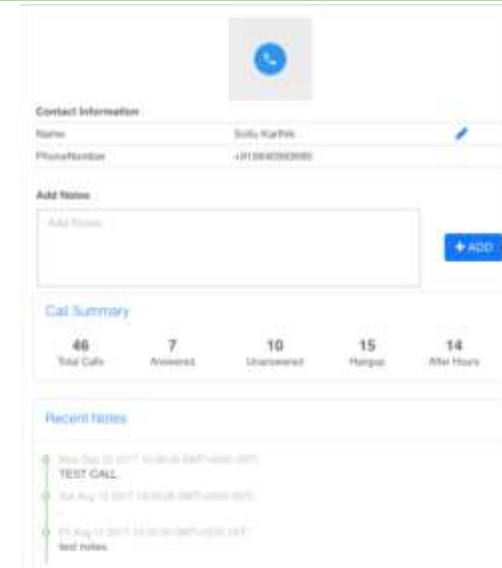


OUTGOING CALL MANAGEMENT

You can make outgoing calls for all the Missed Calls (Unanswered, Hangups & AfterHours) Here

Show 10 Rows Search

S.No.	Customer Number	Missed Call Count	Agent Attempts	Click to call
1	09178817896	1	0	Call
2	04448095300	1	0	Call
3	04448096300	1	0	Call
4	09600200300	1	0	Call

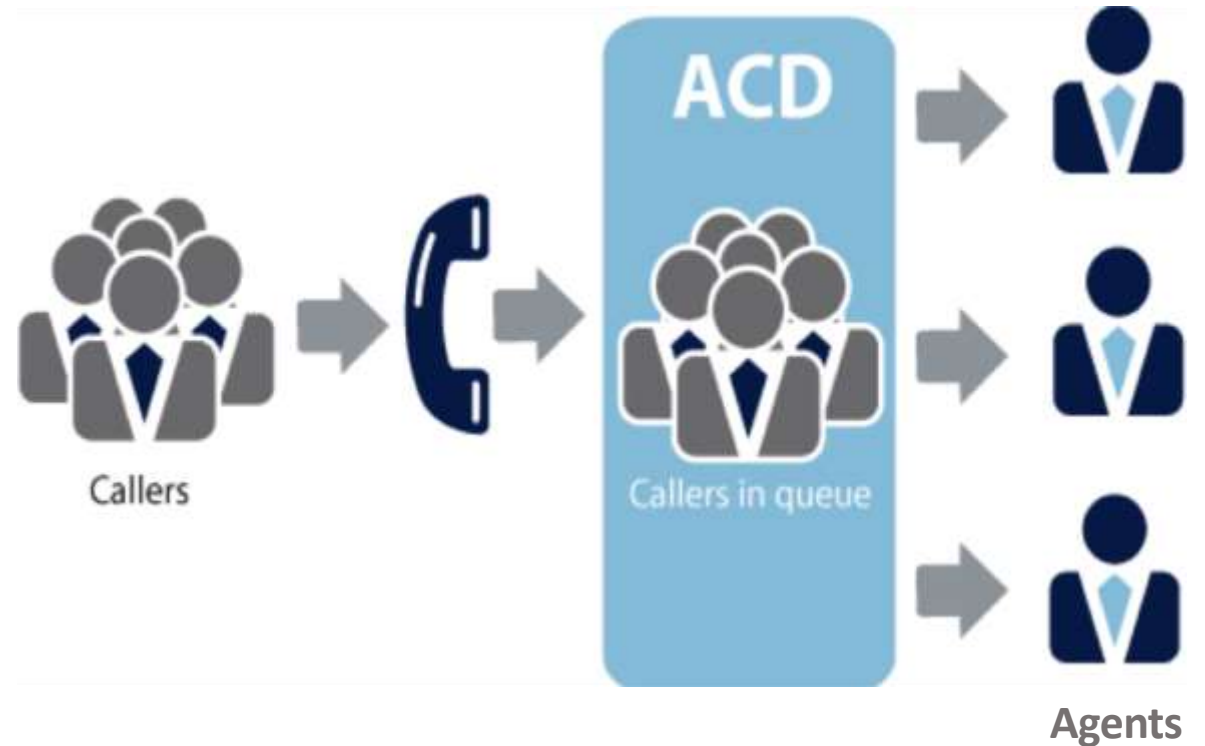


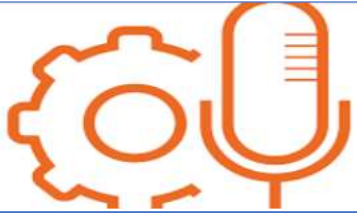
Features of the Call Centre Application Include

1. An always available or away status for each individual agent
2. A snapshot of each day's missed calls and actions taken against each of them
3. Outgoing Call Management Page – Unique Missed Calls updates with a Click To Call Button
4. Customized Pop-Up – For All incoming calls

Sollu – Intelligent Advanced Call Centre

Using our intelligent call center tool, get advanced insights into very specific call center metrics and also a very unique automatic call distribution system





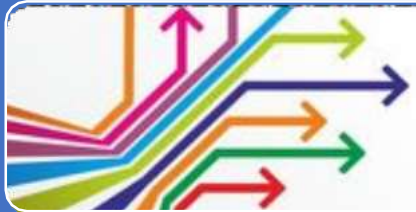
Track, Record and Analyze all your incoming calls

-Each and every incoming call is tracked ensuring you never miss an opportunity to communicate with your customer



Greet your customers professionally

- Every Patient will have a professionally recorded IVR message



Expand your lines as and when your business is expanding

-Adding new lines is very simple and takes only a few minutes to setup the system for a new center or branch and it will be up and running



Advanced Call Centre Management Features

-Incoming call pop-ups, Mini CRM engine, Outgoing call management and other highly customized features

Automated Timely and Personalized messages tailored to the customer will be sent at a frequency pre-decided by the organization

- Sollu engage is built on a unique set of algorithms which enables organizations to create → Highly personalized and Tailored campaigns built to suit the need of a each individual Patient
- A common goal is identified by the organization and a campaign is created targeting those individuals who have signed up for the specific campaign built on the same set of goals



Stage 1

- Identify the segment of the Customer and their end goal.
- Create a custom campaign based on outcomes.



Stage 2

- Timely reminders are sent to the Customer according to the frequency set.
- Campaigns have to be created just once and can run for a lifetime.



Stage 3

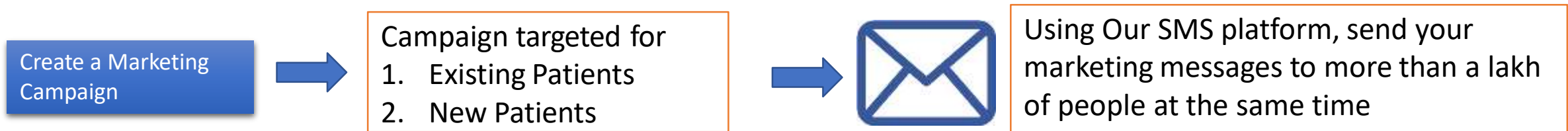
- Measure Marketing Campaign Outcomes based on the goal set.
- Compare the test set with the control data set.

Reach out to your patients/customers with targeted automated text and voice broadcast and SMS platform



Benefits :

- Running a campaign is made easy in just a few clicks
- No bandwidth Limitations




Benefits :

- Create your own Sender ID and send SMSes, all integrated under the same platform

Track all your leads from various forms of marketing and measure the success of each campaign with ROI



Virtual Number captures leads from different media



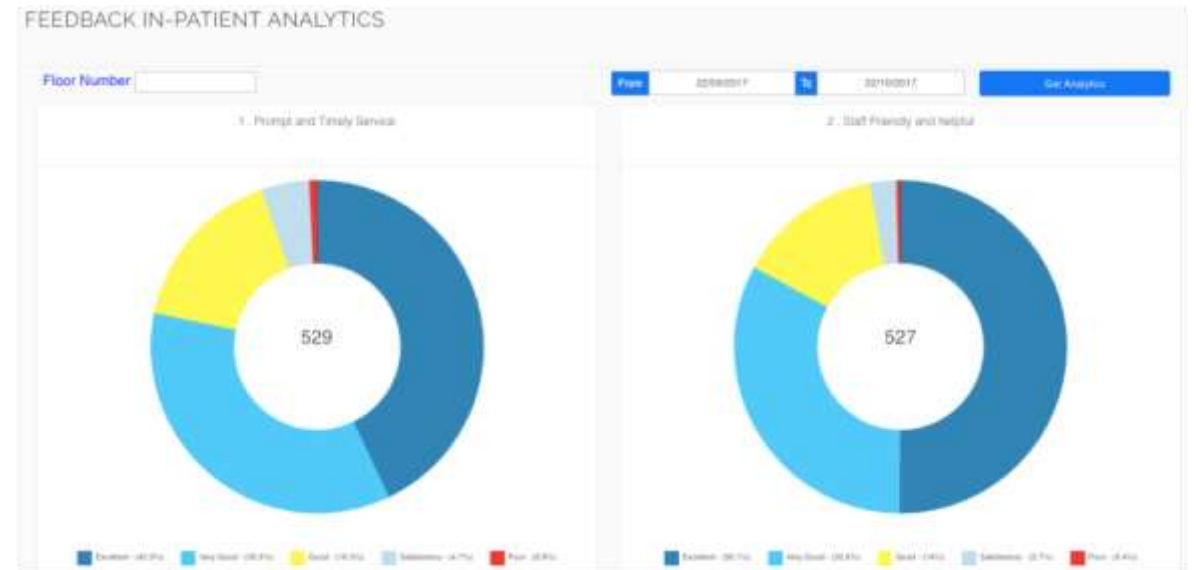
Measure ROI to analyse success of campaign and retargeting



Various Forms of Advertisement

Via SMS

Via Tablet



- Feedback manager – Manage all the feedback from your customers in one place.
- All the feedback is captured and represented in the form of reports
- Graphical and Analytical representation of the feedback is available for every single feedback obtained
- A weighted average for each question is calculated and a Customer score is obtained
- Each poor response obtained is then highlighted separately in another tab called as Root Cause Analysis

Feedback also has a Root Cause Analysis tool which enables all the poor feedback to be actioned upon

- All the poor responses or ones that are deemed actionable as set by the organization are captured into a separate tab called Root Cause Analysis
- All the records which has a poor rating or below par rating has a red mark associated with it and it changes into Yellow and subsequently green only after → The cause → Action → Update By → Verified by has all been filled for every such question
- At the end of every business day or week the management can clearly see all the action that has been taken against each such question

S.No. *	Date	Time	Name	Floor No	Room No	Number	Email ID	Comments	Suggestions	Overall Rating	Score	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10
	2017/10/21	11:07:24	MRS. ADHILAKSHMI	2	214					5	53	Average	Poor	Poor	Average	Good	Good	Good	Average	Average	Average

S.No. *	Date	Time	Name	Floor No	Room No	Number	Email ID	Comments	Suggestions	Overall Rating	Score	Q1	Q2	Q3	Q4	Q5
	2017/10/19	08:59:00	Alphonsa Bhooma		2000	7387354326	zbhooma@yahoo.com		Customer service should...		67	Very Good	Very Good	Very Good	Very Good	Very Good

Pop-Up that lists down action taken when the question marked red is to be actioned upon

Root Cause Analysis

Were the staff receptive?

Root Cause:

Action:

Updated By:

Verified:

Case Studies – We have created an everlasting foot prints with our products



100 Bedded Hospital



35% Reduction in Missed Calls

Call Management system implemented in the hospital over a period of 6 months showed dramatic improvement in call answered rates

220 Bedded Hospital



Rs.3,00,00 saved in annual telephone bills

Reducing the existing lines in the hospital and saving them the hospital money by implementing our call management system

Logistics and Delivery



Track Delivery Boys Calls, Weeded Out Unhappy Customers

Replaced an existing legacy system with Sollu created an immediate impact by enabling better room occupancy rates and more appointments driving direct revenues :: Happier Patients

500+ Salon Chain










18% Increase in Appointments and Conversions

Using our call management system the salon was able to manage their appointment slots better and retarget their own customer base

Comparison, advantages of a cloud based communication system vs legacy communication system



Feature	Legacy Communication System	Cloud based Communication
 CAPEX –Upfront Capital Costs	Very High - Outdated after only a few years	No Upfront capital expenditure
 Activation Time	Takes more than 1 month for any activation (Physical lines to be setup etc.)	Takes under 20 Mins to setup the entire call flow and any further changes happens within a few minutes only
 Maintenance & Updates	Annual maintenance charges, every update is charged for an not	No hidden costs and exciting new features are free of cost
 Flexibility/ Physical Infra	Rigid systems with limited mobility, High overheads incurred with physical infrastructure	Highly mobile systems, No Physical infrastructure required
 Multi Location	Expensive IP-PABX systems have to be installed	Location independent, adding a new location is very simple and can be done within a matter of a few minutes
 IT Know-How		
 Data Analytics		



Client Testimonials

“Sollu is an amazing software. Our Hospital is doing extremely well with this wonderful software. It’s very user friendly and highly helpful in gathering all the analytics. I would also like to add that it is very cost effective. I would definitely recommend Sollu.

They are so prompt in their service. Being in the hospital industry, we need their support late at night also and they have been there for us anytime. Their follow up is so good and we know where we stand because of Sollu. Thanks for making us work even better with your software.”

- Nithya Shivakumar
Chief Operating Officer
Kumaran Hospitals



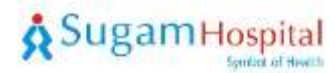
“I have been using Sollu for the past 6 months. I am very happy with the product. Also the customer support is very superb. I had a bitter experience with another provider earlier. Now I am happy with Sollu. I feel Sollu is professional and service oriented. They are not money minded but customer and service oriented that’s why they are able to serve the health care field where service comes first.”

- ***Dr. Robin***
Robin Hospitals



“ The feedback module of Sollu has been very useful in assessing the satisfaction of our patients. The root cause analysis (RCA) has been helpful to improvise on our pitfalls. An awesome software!! Kudos to Fathima and Team Sollu.”

- Dr. Immanuel Arunkumar Sugam Hospital



“ Sollu has helped us to streamline the call centre system in our centre . We have three branches which are well integrated in a single portal and we have never missed our leads because of missed call management facility and we are 100 % satisfied with their service. Also special mentions about their best support service. They are there whenever we need them!”

- *Shabdham Hearing Aid Centre*



“It was and is a pleasure working with the friendly folks at Sollu. Right from the initial introduction of their call monitoring application to being patient enough for us to test out the application fully, the Sollu team has done a terrific job. It has made our job of training & monitoring our customer care executives relatively easy. If not for Sollu we would have been helpless. Keep up this good work”

- Avinash
CEO, Snapper



Sollu has been providing excellent backup and feedback on our calling system. Their software is easy to use and is a comprehensive tool to improve our patient telecall response. They provide monthly reports and ensure the quality of calls is also good.

They are very prompt and provide high quality service. Definitely recommend.

- ***Dr. Shruti Nishanth***
- ***Director, MN eye
Hositals***



We signed up with Sollu as a pilot project and have been using their services for over two years now. They are proactive in getting the changes that we request as it takes a few months to streamline the process to your business. Sollu is a blessing in disguise for those who don't have a dedicated tele caller.

Their monthly review reports are very helpful in improving our internal follow up systems and they do it consistently month on month. We are really happy with the way even the missed calls returned can be tracked.

- Deepak Chander
- Partner
Jai Autos



The Sollu team not only provides technologically advanced solution to the call management problem faced, the dedicated back end team also checks to see if the software is being put to best use and also has several suggestions to improve the patient's experience. These factors allow us to focus on how to serve effectively and efficiently of our patient better.

**Mr.Mithun
Abraham Kurian
- MD, Joseph Hospitals**



I was very skeptical about using call center services, Sollu proved me wrong and I must say their turnaround time is the best in the industry. Their reps are attentive to the queries, passionate about the service, today we have successfully handled all our communication services. Their services are seamless, happy that we are associated with Sollu... These services have helped us in our business development and the front up has increased since we are able to track all the calls.

- **Dr. Rinke Tiwari,**

- **Origin Fertility and Research Center.**



