![Simplyhealth logo]

An omni-channel experience with Service Cloud Voice.

Simplyhealth is a UK health and dental plans provider, offering accessible and comprehensive access to healthcare.

3 months to deliver	**~175 users** total	**Continuous Improvement**

> "We're delighted with the smooth and efficient launch of our new Salesforce omni-channel platform and Service Cloud Voice with Amazon Connect. It's been a fantastic collaborative effort with our expert friends at fluent:cx and Connect being at the very centre of this swift delivery and deployment."
> Dan Eddie, Director of Customer Service at Simplyhealth.

> "fluent:cx and Connect have orchestrated one of the fastest go-lives of Salesforce Service Cloud Voice with Amazon Connect, which is the fastest growing area of Service Cloud in UK&I".
> David Brown, Area Vice President, Service Cloud UK&I at Salesforce.

Challenges

Disparate systems: Agents switching between systems for voice and digital channels; unable to service multiple channels simultaneously.
Lack of unified view: No single view for supervisors of agents and queue backlogs.
End of contract on telephony platform: Need for timely and seamless transition to Salesforce.

Solution

Phased implementation across service and sales teams for Simplyhealth's consumer business:

- Service Cloud Voice with Amazon Connect
- Omni-Channel with our accelerator for routing

Results

Multi-channel agents: Agents can work across multiple channels (emails, chat and phone) at the same time.
Unified view: Supervisors can see their team's workload and queues for all channels in one place.
Increased satisfaction: Agents and supervisors can work more efficiently from one single view.
Flexible and scalable telephony: Designed to meet the changing needs and growth of the business.

fluent:cx

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