



@liveconx at Canadian Home Care Association Summit Nov 3 - 5

Because our Contact Centre is Much More than Just Taking Your Calls for You

For immediate release

Cornwall, Canada, September 24, 2014: @liveconx, a full service, multi-lingual, multichannel contact centre serving Canada and the United States will be one of 80 presenters at the Canadian Home Care Association (CHCA) Summit at the Fairmont Banff Springs in Banff, Alberta November 3 to 5, 2014.

The contact centre, which was recently honoured with the Award of Excellence from the Canadian Call Management Association for an unparalleled 25th consecutive year, not only exemplifies quality customer service but will go even further at the Summit to share how participating home care providers can save operating costs without sacrificing service regardless of their size. With funding cuts in the not-for-profit sector particularly in the healthcare area, it's becoming increasingly difficult to offer efficient and effective care when in-house belt tightening has led to reduced staff or in some cases no staff at all to perform client service support.

Michael Dowrich, Senior Consultant, Client Relationships & Contact Solutions at @liveconx, who will be presenting the topic "How to Streamline your Client Service Centre in a 24/7 World", is quick to point out that in homecare situations like this, solutions do exist.

"Our access2care service is designed to provide around the clock or just overflow support for such needs that can be staffed by personal support workers, nurses and on-call multilingual staff. By evaluating your call patterns, we can identify gaps and redundancies and identify where improvement can be achieved and where money can be saved."

Dowrich's presentation will also explore the various functions that can be outsourced by homecare providers to see whether full or partial out-of-house strategies are more effective and efficient in a particular setting. In what may be a significant opportunity for smaller operations who can't afford outsourcing on their own, @liveconx is offering to leverage its services in a volume context so that a number of such providers could pool together and take advantage of this client service support option.

@liveconx invites you to visit us at our booth #26 and attend our presentation on Wednesday November 3rd, 8:30 – 9:30 a.m. in room 3B.