



CUSTOMER SPOTLIGHT



PROFESSIONAL AMBULANCE BILLING LLC



CONCERNS & OBJECTIVES

Professional Ambulance Billing LLC is a medical billing company in Williamsville, NY formed to provide a low cost alternative to EMS providers. They provide its EMS clients with a superior level of high quality services, dedicated involvement and personal attention. Their work is very "phone-intensive" so they demand quality solutions. PAB had a number of requirements in a voice solution:

1. Need more efficient call flow, better distribution of inbound traffic
2. Ability to generate live and historical reports to better manage staff and productivity
3. Reliable, timely service/support from a local organization
4. Mobile softphone for staff who work remotely

AIS SOLUTION

Our engineering team collaborated with PAB to determine best methods for distributing calls, and deployed a "longest idle" agent model to ensure workload was evenly distributed. We also provided a comprehensive admin package providing live, visual access to users, as well as historical reporting. The CX Connect portal also delivered desired access to menu-driven programming. Staff who work from home make use of softphone access from mobile devices to maintain communications regardless of their location.

Megan Kalick, Operations Manager:

"Moving to AIS has provided us with better oversight of our day to day calls and coverage. The reporting and functionality of the system is a huge improvement over our previous system. Every question we have had along the way has been answered and explained to make the transition painless. Having a local VoIP company that understands our unique requirements has been a game changer for our daily needs."

