Evaluate **clients accurately and refer them quickly** to the help they need

Move up to the call management system that leverages all the data in WellSky Community Services

Now your I&R or 2-1-1 team can quickly address a caller's issues, record everything that took place during the call, and launch the first steps of compassionate, coordinated care for people in need.

Contact Center works inside of **WellSky Community Services** (formerly ServicePoint) for seamless integration. Your providers already using WellSky can instantly collaborate with your call center. It also includes the complete AIRS Taxonomy classification of human service terms, so your team can easily describe and classify a caller's needs and the provider services referred.

- Capture all details of every call

- Determine caller's needs with a library of assessments

- Make referrals throughout your network of providers

- Track the status of every call and referral

- Flag calls for follow-up

This module requires an installation of **WellSky Community Services** (formerly ServicePoint).

For more information speak with a WellSky consultant | 1-855-wellsky.

Contact Center is web-based, so there's no need to install software or hire an IT staff. Advanced reporting tools help you create clean, crisp reports with an intuitive, graphical interface.

Connect people to the services they need – quickly and confidently – with **WellSky Contact Center**

If you've tried generic call center systems, you know they just don't work well for social services. That's why **Contact Center** was built for the specific needs of 2-1-1 and coordinated care in mind.

Send fast, accurate referrals with cutting-edge assessment tools

Contact Center puts the full power of WellSky Community Services at your fingertips, including a complete list of assessments, case plans, service transactions, and more. This empowers your staff to conduct a detailed, compassionate intake on every call.

With each referral, you know the client is eligible for service, and the provider can meet the stated need. And when a case requires follow-up, your staff can search the index of call records by client name, status, type or other categories, to easily return to any record.

Enhance teamwork and data sharing across your care network

Your providers who use WellSky can instantly collaborate with you, adding service information and outcomes related to the referral. This leads to more complete case data and coordinated care.

Enjoy the simplicity of a web-based solution

You don't have to install software or hire an IT staff with Contact Center. All you need is an Internet connection to get your center up and running. You'll see regular enhancements and automatic updates of AIRS Taxonomy codes, all without lifting a finger! The result is a streamlined, community-specific index of services that equip you to accurately address consumers' needs on the first try.

Generate insightful reports for all your stakeholders

WellSky makes it easy to create the reports you need. Data can be gathered and sorted with a simple point-and-click interface, then formatted into informative and attractive graphic or numerical representations.

Bring these same I&R features to your website -- with **WellSky Resource Directory**

Resource Directory is a turnkey solution that makes a cutting-edge website directory or mobile app easily affordable for your organization. Powered by the data in Community Services, your entire site is built, hosted and supported for you.

Learn more! Call to speak with a WellSky consultant about extending the advantages of your Community Services software with the Contact Center module.

wellsky.com/demo | 1-855-wellsky | sales@wellsky.com