



Cloud Contact Center - powered by CXone

Rapid Response Contact Center Services

Quickly meet inbound inquiry demands.

Trusted partner for your **Digital Journey**

Atos

Atos Contact Center Services

Supporting inquiry demand processes

We've seen unprecedented impacts to service and support teams in the wake of COVID-19.

Millions of patients and citizens are generating huge incremental volumes of inquiries about COVID-19

vaccinations, appointments, eligibility, boosters and more.

Healthcare and public service organizations are overwhelmed causing frustration for patients and citizens.

Atos has responded with rapid, scalable solution options to help meet the demand while keeping future needs in mind..

Atos offers immediate inquiry relief options, ready to fit to your vaccine management lifecycle.



Immediately solve capacity needs

Launch a contact center in 48 hours

- Priority contact center services
- Voice, IVR, recording and more
- Virtual-agent, remote connectivity
- Omni-channel platform
- CRM, application integration ready



Bring processes together

Advanced integration within 3 weeks

- Performance management
- Quality management analytics
- Screen recording
- Smart fulfilment bots
- ... and more



Outsource when you need to

Get a helping hand

- Rapidly onboard Atos services for surge events
- Use the same infrastructure for seamless handover
- From agents to full WITO & managed services

<p>No risk approach to quickly transform, and expand at your pace.</p>	Week 1	Agile Omnichannel Service	Quickly turn-up voice + digital customer service on agile cloud platform
	Week 2 & 3	Agent Performance & Compliance	Coach and monitor remotely to boost CSAT. build agent skills, adhere to policies.
	Always	Service and Support	Collaboration to meet your unique business needs and to deliver answers via designated services contact

To talk with an Atos specialist and explore our capabilities further visit us at <https://atos.net/vaccines/contactcenter>

Deep Contact Center Expertise

+25 years of contact center design, delivery, service.

Proven Provider

+800 transformations per year

Used by 85% of

FORTUNE 100

Strategic Partners and Accelerators



About Atos

Atos is a global leader in digital transformation with 120,000 employees in 73 countries and annual revenue of € 13 billion.

European number one in Cloud, Cybersecurity and High-Performance Computing, the Group provides end-to-end Orchestrated Hybrid Cloud, Big Data, Business Applications and Digital Workplace solutions through its Digital Transformation Factory, as well as transactional services through Worldline, the European leader in the payment industry. With its cutting-edge technologies and industry knowledge, Atos supports the digital transformation of its clients across all business sectors. The Group is the Worldwide Information Technology Partner for the Olympic & Paralympic Games and operates under the brands Atos, Atos Syntel, Unify and Worldline. Atos is listed on the CAC40 Paris stock index.

Find out more about us

atos.net

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Let's start a discussion together

