

## **nCall brings Concepts “Happier callers, pleased clients and a more prosperous bottom line”**

Concepts, is a US based answering service serving physicians and their practices nationwide since 2004. Samantha Walley, President of Concepts, LLC , wrote this case study describing why they selected nCall and why they continue to benefit as their business grows.

### **Selecting a new software system:**

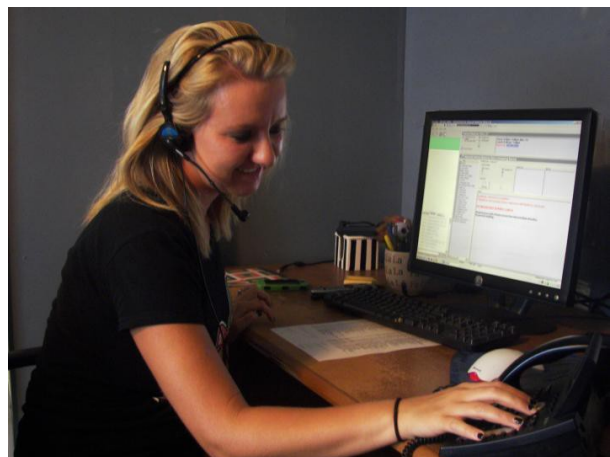
The software we were using simply could not keep up with our company’s growth and in some ways was actually holding us back. So, in early 2009 we began searching for new answering service software.

From the moment we saw the nCall client screen we knew we were close to what we had been searching for. Many of the features we had sought were already built in, customization was possible, and constant development meant new features and updates would be available for years to come. nCall is a growing and changing entity just like our business. The fit is good!

Each of our clients wants their calls processed in a different way, from the answer phrase, to the amount of information collected, and finally, to the way it is delivered. Our previous answering service software was designed with a very limited and one size fits all set of features. We take a very hands-on approach with our clients and provide an answering service experience that is more an extension of their office than a generic call center. nCall provides us the means to fulfill that objective.

### **Getting up and running with nCall:**

Switching from the old system to nCall was easy, and the nCall staff were particularly helpful during the transition. They made themselves available to us at a surprisingly wide range of hours to accommodate our time difference. Problems were solved and questions were answered rapidly by email, phone or computer conference. We were able to implement a training program well before the cutover so operators were familiar and comfortable with nCall early in the process. After our database had been switched over and equipment had The client’s answering service experience is an been tested in trials, the cutover went extension of their office off without any problems. One system was turned off and the new one took over beautifully. I won’t lie; I worried a lot before the switch. The transfer to nCall was as smooth as I could have hoped.



The client's answering service experience is an extension of their office

### **nCall's Features and Benefits:**

Then, the fun part started as we were able to use the system, experience all the features, and go in and customize each client screen specifically tailored for their practice's needs. All of the information our operators need is right in front of them with no need to hunt and search for other information on other screens or documents. This gives our operators the ability to complete calls at a faster pace than with our previous system, and information our clients deem important is gathered and All the information our operators need is right in front delivered in the manner they wish



All the information our operator's need is right in front of them

of them. without putting a strain on our operation. The same number of operators can complete a greater number of calls in a given time with the nCall system, which translates into happier callers, pleased clients and a more prosperous bottom line for Comcepts. We have since added Nurse Triage services to our business offerings and these services were integrated into the nCall system without any problems. nCall gives Comcepts the ability to add new services and features, which gives us an advantage in winning new customers as well as retaining the loyalty of current clients.

### **About Comcepts:**



Samantha Walley

Comcepts was founded in 1999 as a Medical Transcription company based on the Mississippi Gulf Coast. In 2004 a client expressed his desire for an answering service that serves "physicians only." After much research and plenty of dead ends with existing answering services in the area, Comcepts decided to fill the niche themselves. From a few physician offices locally to over 100 offices and hospitals nationwide, Comcepts today has seen its operation grow and diversify into a complete after-hours solution for physicians and their practices. The addition of Nurse Triage services in 2009 complemented and enhanced our already strong answering service operation and is seen as an "added value" by our clients. nCall gave us the ability to easily integrate these services with no additional effort on the part of the operator. The operation has grown from husband and wife working around the clock to a dozen part time, full time and reserve operators working in our offices. We are now also testing some operators working from home. My name is Samantha Walley. I am President of Comcepts, LLC. You may contact me at [sam.walley@comceptslc.com](mailto:sam.walley@comceptslc.com).



## nCall Answering Service Software – Case Study

**Client:** Concepts LLC

**Industry:** Virtual Office Services

**Number** of employees: 12

**Challenge:** Selecting software to continue company growth

**Solution:** nSolve Call Answering Service software

### About nCall:

nCall is a world leading software system designed specifically for Answering Services and Virtual Receptions. It supports the operator through the whole process of answering a call, taking a message, getting that message to the client and collecting the relevant information for billing and management reporting purposes. Integrating with the majority of modern telephone systems nCall automatically pops client records and enables operators to control calls from within nCall.

### About nSolve:

The nCall answering service software is developed and supplied by nSolve. For further information please visit [www.nsolve.com](http://www.nsolve.com).