ArisGlobal

LifeSphere Call Center™

KEY BENEFITS

- Streamlines call center operations
- Strengthens customer relationship management
- Improves call center response times and resolution
- Enhances business intelligence
- Adapts to your processes with integration and configuration options

As consumers, healthcare professionals (HCPs) and others call a pharmaceutical or biotech company, it is critical that call center staff identify, route and track the nature of each inbound call with speed and confidence. The "regulatory compliance clock" starts ticking once it's determined the caller is sharing details about a possible adverse event. While less critical, medical inquiries or product complaints must also be handled promptly to protect company reputation. In all situations, captured information should be automatically routed to their respective systems to ensure patient safety, customer satisfaction and consistency of responses.

LifeSphere Call Center™

LifeSphere Call Center is a Web-based solution to streamline call center management for pharmaceutical and biotechnology companies looking to improve caller handling of potential adverse events, product complaints and medical information inquiries. Offered as a low-cost, Cloud-based solution, LifeSphere Call Center is the intelligent front end to an organization's chosen medical information, product complaint and adverse event management systems. Integration with leading customer relationship management (CRM) systems ensure that the most current customer content is used, updated and maintained for optimal relationships.

LifeSphere Call Center is part of the ArisGlobal® Medical Affairs™ platform, which gives pharmaceutical and biotech companies of all sizes a complete, unified solution for managing inbound and outbound communication requirements

ArisGlobal Medical Affairs™ Platform
LifeSphere Mobile MA
LifeSphere Call Center
LifeSphere MI
LifeSphere Product Complaints
LifeSphere CMS

ABOUT ARISGLOBAL®

ArisGlobal is a visionary technology company that's transforming the way today's most successful life sciences companies develop breakthroughs and bring new products to market. The ArisGlobal LifeSphere™ cognitive technology platform integrates machine-learning capabilities to automate the core functions of the product lifecycle. Designed with deep expertise and a long-term perspective that spans more than 30 years, our cognitive platform delivers actionable insights, boosts efficiency, ensures compliance, and lowers total cost of ownership through multi-tenancy.

Headquartered in the United States, ArisGlobal has regional offices in Europe, India and Japan. For more information, visit arisglobal.com or follow ArisGlobal on LinkedIn and Twitter.

Integration with CRM Systens

If desired, LifeSphere Call Center offers out-of-the-box integration with Salesforce.com and can be easily integrated with in-house or other third-party CRM systems. Upon taking a call, key caller information is automatically copied from the CRM system to LifeSphere Call Center. The call center professional can then confirm or update that information, with any updates automatically shared back to the CRM system.

Automatic Routing to Appropriate Systems for Handling

LifeSphere Call Center allows call center staff to identify and track inbound calls and identify medical inquiries, product complaints and potential adverse event reports. Once the nature of the call is identified, the call center professional is presented with the appropriate dynamic data collection form to capture the necessary details. If required, calls can be classified as a combination call with the handling of inquiries, adverse events and complaints in a single form. The data collected in automatically converted to a source document is then automatically routed to the respective backend system for processing and fulfilment. Support for keyword handling helps warn call center staff of a possible adverse event.

Providing Actionable Business Intelligence

LifeSphere Call Center tracks and can generate a number of different reports for call center management and others within the organization. Reports on call center response times, calls by category, and calls by product are among the many others that will give business management the insight and intelligence needed for improved decision making.

Low-Cost, Cloud-Based Offering

LifeSphere Call Center is available as a hosted solution on agOnDemand, ArisGlobal's private, secure and validated Cloud platform that helps companies meet compliance and management requirements without the need to invest in new software, hardware and infrastructure.