

GoTo Connect Contact Center for Healthcare

Advanced Call Management for Healthcare Practices

An AI-powered patient communications platform built for multi-location practices that need intelligent queue management, real-time supervisor visibility, and automated quality monitoring. Essential when your call volume, team size, and operational complexity demand more than basic phone queues can deliver.

When Basic Phone Systems Aren't Enough

See problems as they happen. Act before they escalate. Decide with data, not guesswork.

- Real-time dashboards show queue spikes and SLA risks as they happen.
- Instant alerts let you pull backup staff or adjust routing before wait times spike.
- Analytics reveal exactly where bottlenecks occur and when to adjust staffing
- Real-time coaching and AI guidance improve call quality and boost first-call resolution

From Reactive to Proactive

Imagine your practice manager starting the day with:

8:47 AM

Dashboard shows scheduling queue already at 12 calls waiting; instantly pulls overflow staff from billing team before patients start abandoning

10:15am

Alert indicates a patient marked "urgent" just entered the queue; priority routing bypasses standard wait and connects to nurse triage immediately

1:30pm

Reviews morning analytics showing 18 patients chose automated callback instead of waiting on hold—zero abandons, 100% connection rate

3:20pm

Silently monitors a new front desk employee struggling with a complex insurance question; whispers guidance without the patient hearing, turning a potential escalation into a learning moment

5:30pm

Exports call disposition data showing why patients called, which queues performed best, and where staffing adjustments will have the biggest impact tomorrow

This is operational control. This is GoTo Connect Contact Center for Healthcare.

Feature Checklist

Admin Experience

Create Call Queues	✓
Create Outbound Queues	✓
Queue Scheduling	✓
Outbound Customization & Scheduling	✓
Assign Queues	✓
Staff Wrap-Up Time	✓
End Wrap-Up	✓
Skills Assignment	✓
Intelligent Call Routing	✓
Log Out Staff Who Miss Ring Attempts	✓
Ring Strategy Settings	✓
Automated SMS to Abandoned Callers	✓
Allow New Callers Into Empty Queue	✓
Pre-Recorded Audio Messages	✓
Ring Active Staff Settings	✓
After-Hours Message & Schedule	✓
Position Announcement and Frequency	✓
Pre-Saved Text Messages	✓
Auto Queue Callback Settings	✓
Custom Ring Back Music	✓
Connect Time-Out Settings	✓
Report Caller Wait Time	✓
Remove Callers (When queue has no staff)	✓
Caller ID to Display to Callers	✓
Create Digital Channel Queues	✓
Digital Channel Queues	✓
Custom Dispositions	✓
Digital Channel Distribution	✓
Permission Control	✓
Priority Management	✓

Admin Experience

Ignore Forwarded Device	✓
Staff Onboarding & Coaching	✓
Compliance Monitoring	✓
Topic Frequency & Trend Analysis	✓
Real-Time Dashboards	✓

Supervisor Experience

Manage Outbound Queues	✓
Manage Wallboards / Dashboards	✓
Outbound Queue Breakdown	✓
Cast Wallboards	✓
Assign & Watch Inbox Conversations	✓
Monitor Abandons & Missed Rings	✓
Listen, Whisper, & Barge for Calls	✓
Call Queue Breakdown	✓
Manage Staff Status	✓
Digital Channel Queue Breakdown	✓
Available Duration Counter	✓
Outbound & Dashboard Management	✓
End Wrap-Up	✓
HIPAA-Compliant Call Recording	✓
Live Call Monitoring & Coaching	✓
Real-Time Supervisor Recovery	✓
Topic Detention	✓
Sentiment Analysis	✓
Call Transcriptions	✓
Automated Call Evaluations	✓
Call Barge for Escalations	✓

Staff Experience

Mobile Experience	✓
Staff Dashboard	✓
Voice	✓
Email	✓
SMS	✓
Web Chat	✓
Co-Browsing	✓
WhatsApp	✓
Instagram Messenger	✓
Facebook Messenger	✓
Queue Drill Down Metrics	✓
Outbound Queues	✓
Pre-Call Announcement	✓
Pre-Recorded Audio Messages	✓
Pre-Saved Text Messages	✓
Chat Read Status Indicator	✓
Visual & Audio Chat Notifications	✓
Interaction Summaries	✓
WordPress Plugin for Web Chat	✓
Digital Channel Conversations / Flip to Meeting	✓
Digital Channel Conversations / Flip to Call	✓
End Wrap-Up	✓
Shared Inbox	✓
Satisfaction Surveys	✓
Omnichannel Customer Information	✓
After-Hours Messaging Access	✓
Productivity Tracking	✓

Reporting & Analytics

Base Reporting

Create Custom Boards	✓
Schedule Custom Boards	✓
Customize Layouts	✓
Export - PDF & CSV	✓
Share Custom Boards	✓
Interaction Overview & Details	✓

Digital Queue Reporting

Digital Conversation Board	✓
Participant, Inbox, Tag, & Channel Analysis	✓
Digital Conversation Resolution Analysis	✓
Digital Conversation Detail	✓
Spam Reporting	✓
Resolution Time & Date Analysis	✓

Call Queue Reporting

Queue Performance Board	✓
Outcome Reporting	✓
Total Calls Over Time	✓
Queue Outflow Analysis	✓
Average Time in Queue	✓
Queue Caller Summary & Detail	✓
Average Call Duration	✓
Callback Analytics	✓

Workforce Reporting

Staff Performance Board	✓
Staff Workload	✓
Staff Handled Contacts	✓
Staff Transfer & Hold Analysis	✓
Staff Average Handle Time (AHT)	✓
Staff Missed Ring Analysis	✓

Reporting & Analytics

Workforce Reporting

Staff Call Volume Comparisons	✓
Staff Handle Time Analysis	✓
Staff Handle Time Comparisons	✓
Staff Utilization and Pause Analysis	✓
Staff Individual Performance	✓
Staff Activity Timeline	✓

Extend the power of GoTo Connect CX for Healthcare with tools that give you complete visibility and control.



Interested in learning more?
Visit GoTo.com/offer/connect/healthcare to get in touch.

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