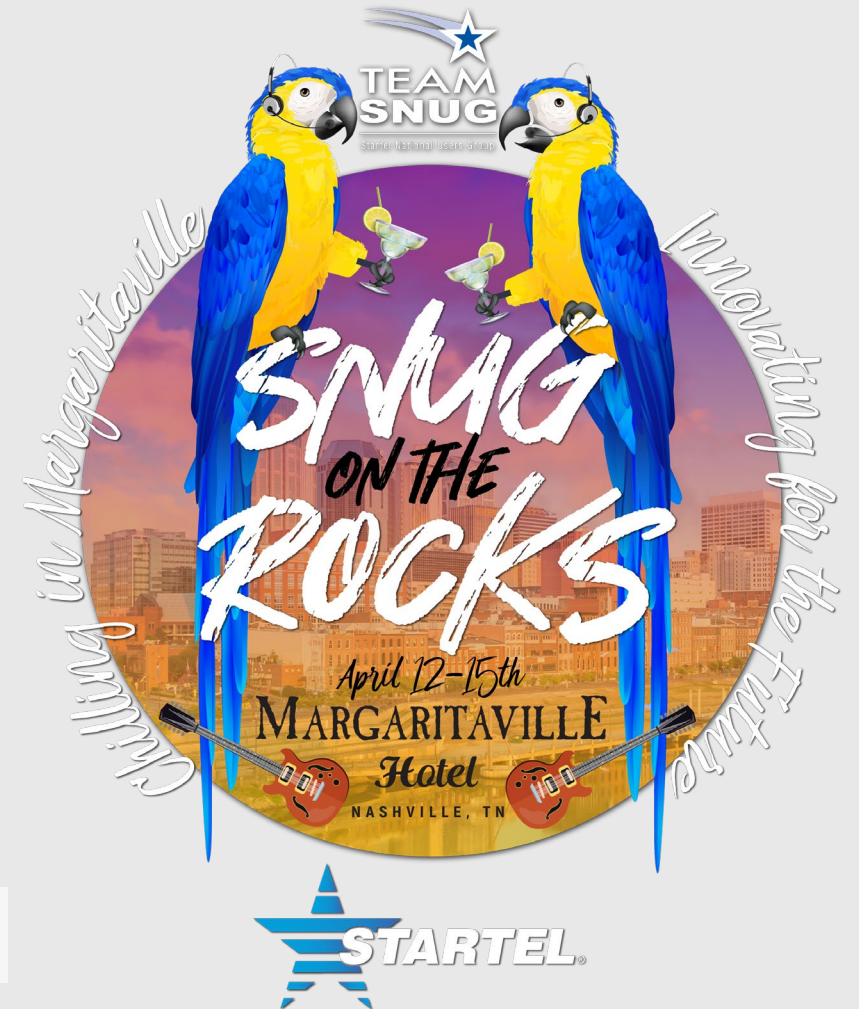


Dispatch Without the Guesswork

*How Dynamic Dispatching
can Simplify Workflows,
Reduce Agent Burden,
and Improve Consistency*

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So Many Steps...

- Review account details and instructions
- Identify the nature and urgency of the call
- Determine the appropriate role or contact for the message
- Locate the correct on-call person in the schedule
- Manually select and import the on-call member
- Follow account-specific dispatching or escalation instructions
- Complete any required follow-up actions
- Revisit instructions and verify message handling as needed



Why Change Was Needed

- **Decision fatigue**
- **Inconsistent call routing**
- **Slower response times**
- **Complex training**
- **Risk of error**



From Manual to Automated

- **Before:** agents manually route messages
- **After:** system uses schedule data and pre-set rules
- Fewer decisions, fewer errors



One Account, Two Experiences

Before:

1. Identify Delivery Area Using Directory
2. Interpret message details to determine who the call should go to
3. Locate the correct on-call person in the CMC schedule
4. Import On-Call member into intelliform
5. Follow clearing instructions
6. Manually dispatch the message
7. Complete any required follow-up actions
8. Review instructions and activity trace as needed

After:

1. Complete prompts in Intelliform
2. 📄 Save to auto-dispatch
3. ⚡ System handles the rest



Who do I call?

Before:

1. Identify patient type
2. Determine adult/pediatric & specialty
3. Check on-call schedule (up to 9 staff)
4. Import correct on-call member
5. Determine if message is ER or routine
6. Follow instructions
7. Dispatch manually to correct member via correct contact method
8. Complete any required follow-up actions and verify message handling
9. Revisit instructions and activity trace as needed

After:

1. Complete prompts in Intelliform
2. 📄 Save to auto-dispatch
3. ⚡ System handles the rest



Benefits

- Eliminates manual routing
- Reduces decision fatigue
- Faster response times
- Greater consistency
- Fewer errors
- Simplified new agent training
- Faster client onboarding
- Better use of existing data
- Agents *focus on the caller*, not the process



We Already Had the Right Information ...we just needed to start using it the right way

- *Dynamic dispatching didn't remove complexity from our work; It removed it from our people.*





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