Managing high call volume with Chatbots

Whether a healthcare provider, overwhelmed Human Resource department or government agency, our ChatBot offering with multi-lingual capabilities can be deployed in as little as 3 days.

Rapid eCommerce adoption and adaption

Accelerating eCommerce solutions for both B2B and B2C in as little as 3 weeks, while simultaneously delivering an integrated commerce, marketing and service experience.

Accelerate loan processing to meet rapid demand

Decreasing loan processing time from ~30 days to 24 hours with the rapid integration of nCino. Slalom is one of 3 partners equipped to support nCino’s CARES Act response.

Inventory and resource management analytics

Enabling data-driven insights, predictions and decision making for healthcare providers and government agencies, through rapid Dashboard deployment in as little as 24 hours with MVP systems in place in less than 5 days.
Digital Ordering for B2B & Service Cloud Commerce

Solution
Slalom will launch a First Time User Commerce order capture site to streamline order intake and reduce the burden on customers, sales and service teams.

Business Need
Avoiding face to face meetings and selling has forced businesses to enable self-service ordering and re-ordering of products and services. Using an online product catalog, shopping cart and payment capture your team can let customers request quotes, respond to questions and process orders via the web. Marketers can direct customers and prospects to promotional offers, product bundles to stimulate revenue and increase business operations and continuity.

Salesforce Solutions
- Service Cloud
- Einstein Bot

Efforts
- Remote Discovery & Design
- B2B Product Configuration
- Technical and System Integration
- Test & Launch

Resources/Pricing
- Projected 10-12 week effort
- Up to 6 Commerce business & Salesforce consultants
- $300k-$600k based on final scope. UII branding and feature set included in MVP solution.

Deliverables
- Epics
- Technical specification
- Launch Plan with KPIs
- Configured and operational B2B Storefront Solution
- Light Service Cloud connection
- Working integration
nCino Paycheck Protection Program (PPP) Solution

Solution
Implement an end-to-end PPP loan solution in days with Slalom + nCino’s Paycheck Protection Program (PPP) Solution

Efforts

Online Application Development Deploy an online portal where applicants can check eligibility, apply online, and upload documents, all of which are instantly shared with the bank with no manual re-entry.

Workflow Configuration End-to-end SBA underwriting workflow to allow for structuring, approvals, and closing of SBA loans for the PPP program.

SBA e-Tran Integration On-Demand integration with the SBA for SBA application numbers and status tracking.

Enablement Training and change management for impacted users to adopt the new solution, with a plan for longer term maintenance and releases.

Business Need
The opening of applications for the Paycheck Protection Program (PPP) on April 3rd has created an unprecedented surge in loan applications across the banking industry. In many places, banks are seeing more applications in one day than they could see for an entire year. In response, nCino has developed an online lending solution that helps financial institutions effectively accept PPP applications and better manage underwriting workflow.

Slalom is partnering with nCino to ensure that your organization can deploy this solution in less than 50 hours to start accepting applications via an online channel and integrate on-demand with the Small Business Administration (SBA).

Deliverables
- Project Alignment and Kick-off
- Configuration and Product Demos
- Testing
- Enablement and Training
- Integrations
- Go-Live support

Resources
- 1 hour
- 8 hours
- 4 hours
- 1-2 hours
- 8 to 24 hours
- 4 hours

Industry
Banking
COVID-19 Triage and Placement Solution

Solution

COVID-19 patient intake, triage, and placement tool to match underserved patients with CDC recommendation-compliant room or bed to help prevent rapid spread throughout the community.

Business Need

Federal, state, and local governments are being called upon to lead and respond when our nation needs it most. That’s why Slalom developed a rapid-to-deploy solution, designed for agencies to intake, triage and match underserved patients with safe, CDC-compliant room or beds, helping prevent spread of COVID-19 in our communities.

Salesforce Solutions

- Service Cloud
- Community Cloud

Industry

Public Sector: Local and State Government

Details and Design

- Customizable intake form with up to 3 patient triage outcomes
- Triage console to review intake requests by priority
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- User-friendly search to find available beds for those requiring placement
- Resource lifecycle management to track availability and cleaning status
- Reports and dashboards for all key processes

Deliverables

- Intake and triage processes customizations
- Web URL, landing pages and reference materials
- End user permissions and mapping
- Training and live support
- Automated processing and notifications
- Reports and dashboards
- Functioning, live, digital triage solution

Resources/Pricing

Deliverables within 24 hours. Training and support through 7 days.
Piedmont Healthcare: Leveraging Salesforce to Triage & Manage COVID-19

Salesforce Health Cloud | Rapid Technology Adoption & Change Management

Why
As the Coronavirus 2019 (COVID-19) has communities on high alert, health systems across the world are doing everything they can to ensure the safety of their patients, staff, and visitors. These health systems are receiving calls from across the community to provide guidance and care to patients who feel they either have or might have been exposed to COVID-19.

Piedmont Healthcare, an 11-hospital system across the state of Georgia serving over 2.7M patients annually, wanted to leverage its investment in Salesforce to triage patients who call the Patient Connection Center or COVID-19 hotline and track key information related to those calls.

What
Slalom, in partnership with Piedmont Healthcare, developed call scripting and dashboards for triage nurses and call center agents to track and manage patients calling specifically for COVID-19-related care.

The call scripting and logic enabled within Salesforce focused on guiding patients through a series of questions that focused on risk, exposures, and active symptoms to appropriately triage patients to the right level of care.

Finally, Slalom created a dashboard to track volume of calls, patient source (new or existing), call source, COVID-19 travel destinations, symptoms, and outcomes.

Wow
Through Slalom’s strong relationship with Piedmont Healthcare, the collective team was able to develop specific call scripting logic and process flows, as well as develop a tracking dashboard within 3 business days. The solution included standing up a COVID-19 hotline and training more than 30+ triage nurses and 30+ contact center agents who were first times users to Salesforce Health Cloud. Within 5 hours (post training and go-live), over 150 calls were logged and triaged using the new technology.

Additionally, as guidance and standards relating to COVID-19 evolve, Piedmont has the capability to iterate and deploy real time changes to scripts and process flows. This allows for a relentless focus on serving patients with the most up-to-date standards of COVID-19 care.