

# ConnectPath Empowers Intelligent Remote Agents at Morris Global

## Improved Intelligence for Morris Global clients

Morris Global Group, Ltd. ("MGG") is an international healthcare software and medical technology master distributor and marketing agency representing only 'best-in-class' products.

Our formula for success is our ability to grow our client's product lines in new international markets. Over many years, we have built strong long-term relationships with our vast network of distribution partners across the globe to sell high quality products into the distributor, end-user, and retail channels.

### THE CHALLENGE

Morris Global Group is an international company that needed fast deployment of contact center for their new teams who will be supporting and providing a Nurse on Call system to support MGG's MCJ (My Cancer Journey). MCJ is a software platform and contact center for patient questions related to using their platform for cancer treatments. MCJ seamlessly blends high tech, real-world data and AI with high touch patient support, resulting in personalized, shared decision-making in cancer care. MGG's call center required monitoring and real metrics data dashboards for supervisors to assist agents on a day-to-day basis as well as provide the ability to service interactions in multiple languages and service patients from anywhere across the globe.

### THE SOLUTION

CloudHesive built and deployed Amazon Connect and ConnectPath for Morris Global Group to meet their business requirements of multi-level customer support. ConnectPath provided Morris Global Group with more call control for the agents and a required granular visibility to supervisors to better manage their contact center. Because ConnectPath managed the call control on Amazon Connect, CloudHesive team was able to customize how a call flow was handled if an agent misses a call, needs to transfer a call, and even give a caller an option to leave voicemail with notification. Implementing ConnectPath also provided the functionality to the Agent to request assistance and Supervisors can use silent monitoring or whisper coaching to drive customer and agent experience.

### THE RESULTS

The deployment of the ConnectPath platform was used to extend Amazon Connect into an omni-channel solution for the customer as well as provide a platform for other custom features to be added. ConnectPath provides robust reporting and dashboards for both the agent and the supervisors. Global Morris Group has been extremely happy with the ConnectPath platform and CloudHesive's ability to customize Amazon Connect and provide a go forward path for next generation patient and agent experience.



#### INDUSTRY

→ Healthcare

#### SEGMENT

→ ?

#### REGION

→ ?

#### TECHNOLOGIES LEVERAGED

→ Amazon Connect with  
CloudHesive ConnectPath



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