

# Municipal Government Agency in Argentina Modernizes Call Center Operations with Yeastar

Call Center

65,000 Calls Per Month



Municipalidad de Rosario

Rosario Secretaría de Salud Pública



HQ:  
Rosario, Argentina



Employee:  
500+



Industry:  
Government Agency



Product:  
P-Series Appliance Edition



## Background

Rosario Secretaría de Salud Pública is the municipal government agency responsible for overseeing public health in Rosario, which is the largest city in the central Argentine province of Santa Fe.

## Challenges

As the primary public health institution in Rosario, Argentina, Secretaría de Salud Pública manages an **average monthly call volume of around 65,000**, playing a crucial role in addressing the healthcare needs of the community.

However, their existing phone system **falls short of effectively managing such a high workload**, prompting them to opt for an upgrade to a more modern solution.

## Solution

Rosario Secretaría de Salud Pública was looking for a business phone system that is reliable and offers a robust call center solution to support their daily operation. After conducting a thorough evaluation, they made the decision to opt for the **Yeastar P-Series Appliance Edition** and successfully installed **Yeastar P570**.

## Feature Highlights



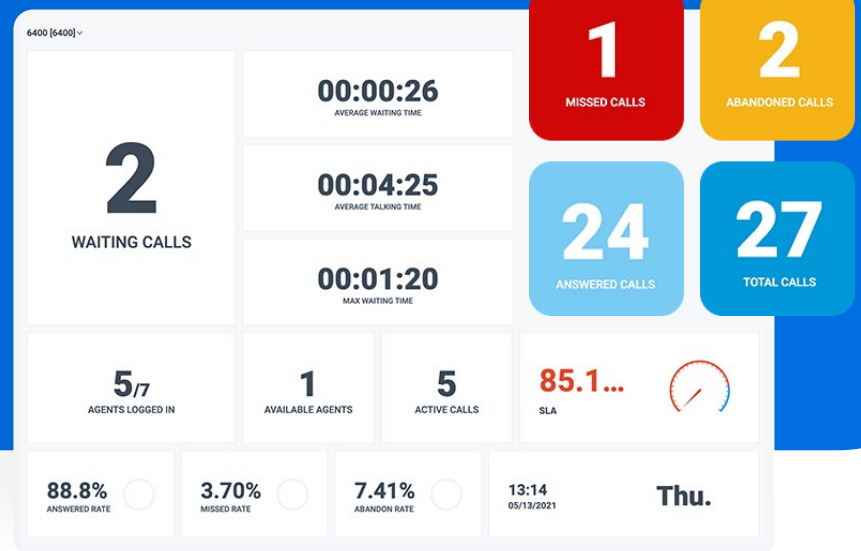
Operator Panel



Call Center Console



Linkus UC Clients



## Results and Benefits

### More efficient call handling

Yeastar's **call center solution** has played a significant role in reducing the heavy workload of 65,000 monthly calls for Rosario Secretaría de Salud Pública. Notably, the call center toolkit is seamlessly **integrated into a single web interface** on Linkus Web Client, enhancing workflow efficiency and boosting agent productivity.

Of particular value to Rosario Secretaría de Salud Pública is the **Yeastar Operator Panel**—a web-based console that provides real-time visibility of inbound and outbound calls, as well as agent status. This feature enables supervisors to have a **quick overview** of call activities and ensures no calls are missed.

### A solution that ticks all the boxes

Rosario Secretaría de Salud Pública expresses great satisfaction with their new Yeastar solution. Not only has it modernized their call handling processes, but it has also contributed to reducing energy consumption compared to their previous system.

As the city of Rosario's most crucial public health establishment, implementing Yeastar has facilitated a smoother operational experience, enabling them to serve the community more efficiently.