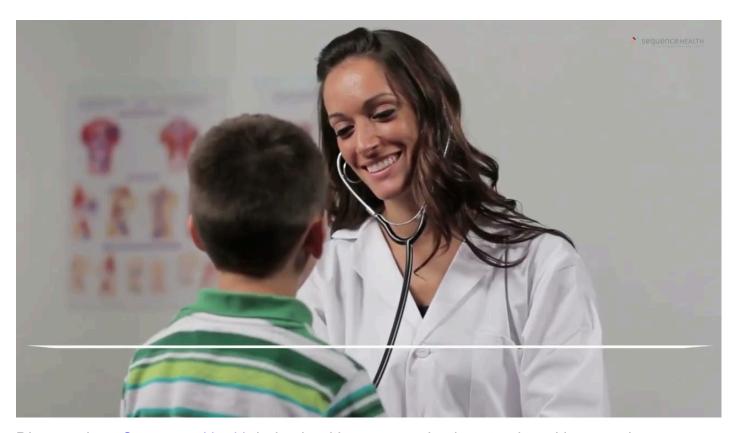# Essential Metrics for Optimizing Healthcare Call Center Performance

Discover how **Sequence Health** helps healthcare organizations track and improve key performance indicators (KPIs) in their call centers. This video explores the most important metrics for measuring efficiency, enhancing patient satisfaction, and driving operational success.