Query types to which these responses need to go would be:

**Mails:**

**Scenario:** Every mail that comes to our mail box: customerconnect@mgmhealthcare.in

**Purpose: To have an immediate response to the sender:**

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**Subject:** Thank you for contacting MGM Healthcare

**Dear Sir/Madam,**

Thank you for reaching out to MGM Healthcare. We sincerely appreciate your trust in us and are committed to assisting you with the utmost care.

One of our representatives will connect with you shortly to address your query.

We wish you good health and well-being.

**Thanks & Regards,**

**Customer Connect Team**

**Phone   : 044-45242407**

**Website :**[**www.mgmhealthcare.in**](http://www.mgmhealthcare.in/)

 

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**Scenario 2: Attempt to call back for a mail, and unable to reach.**

**Purpose: Letting them know we tried to reach them, encouraging them to connect at a convenient time.**

**Subject:** Attempted to Reach You – MGM Healthcare

**Dear Sir/Madam,**

Thank you for reaching out to MGM Healthcare. We attempted to contact you over the phone regarding your email to better understand and address your requirement. Unfortunately, we were unable to connect with you.

Kindly let us know a convenient time and an alternate contact number, if any, so that we may reach you. You may also connect with us directly at **044-45242407**.

We look forward to assisting you with your healthcare needs.

**Thanks & Regards,**

**Customer Connect Team**

**Phone   : 044-45242407**

**Website :**[**www.mgmhealthcare.in**](http://www.mgmhealthcare.in/)

 

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**Calls**

**Scenario 3: Abandoned called numbers on Ameyo should get an SMS immediately after disconnection.**

**Purpose: Letting the caller know we are eager to connect with them.**

**SMS could be:**

Apologies for the missed call. Please reconnect with us at your convenience. We look forward to assisting you. Thanks. Customer Connect Team, MGM Healthcare

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**Scenario 4**

**Outbound calls for marketing call back or abandoned calls called back, not picked up.**

We noted your interest and tried reaching you but missed you. Please call 044-45242407. Thanks. Customer Connect Team, MGM Healthcare

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**Scenario** 5

**Purpose: Appointment cancellation when Dr is unavailable due to an emergency or a camp.**

Your appointment with our doctor is cancelled due to an emergency. Please call 044-45242407 to reschedule. – Customer Connect Team, MGM Healthcare

[**MGM HEALTHCARE LOCATION**](https://maps.app.goo.gl/ZrAeDGqiogUPTT3q7)

[**MGM CANCER INSTITUTE LOCATION**](https://maps.app.goo.gl/f8pfib8qyHp3ENTu5)