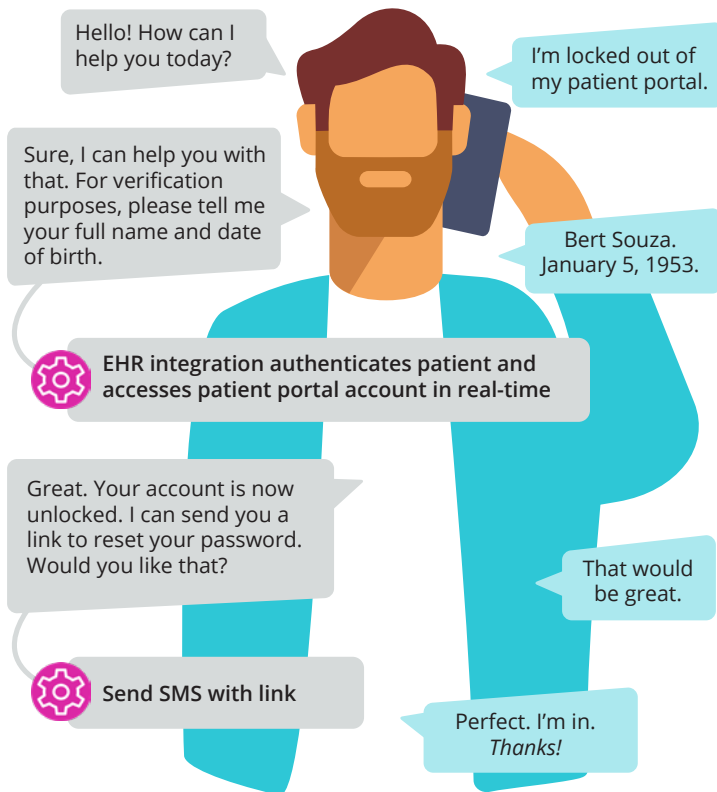


Automate and save

Pre-built, configurable applications meet patient demands with intelligent automation — reducing live agent workloads and support costs.

With NLU-powered Nuance IVA (Intelligent Virtual Agent) on phone lines, calls are answered immediately. Patients state their reason for calling and interact conversationally to self-serve tasks.

- Lower staffing needs or support call costs
- Frictionless patient portal use
- 24x7x365 convenience
- Speedier service with or without live agents



60% of patient portal support calls concern account access*

Average results of Nuance Patient Engagement Solutions Voice IVA Patient Support customers

40% Containment rate*—calls that do not involve live agents

Reduce outsourced support costs by 40%**

Without IVA
 900,000 calls @ \$12.50 each: **\$11.25M**

With IVA and 40% call containment
 540,000 calls @ \$12.50 each: **\$6.75M**



\$4.5M
 cost savings

Free 40% of in-house personnel to handle other tasks**

Without IVA
 900,000 calls @ 8,400 calls per agent: 107 agents required

With IVA and 40% call containment
 540,000 calls @ 8,400 calls per agent: 65 agents required



42
 fewer agents

* Based on Nuance customer data

** Assumptions: Facility specs: 200 beds, 200 providers, 900,000 annual call volume. Outsourced support cost per call: \$12.50. Agent call capacity: 5 calls/hour → 8,400 calls/year @40 hours/week.