Bring intelligence to your callers.
Deliver natural, helpful phone interactions with human-like automation.

- 43% of all customers prefer voice channels
- 67% of all customers prefer helpful phone interactions with human-like automation
- 40-50% of patient inquiries require a prompt plan for preparation, or post-visit follow-up

Unsophisticated technology and poorly designed automated workflows cause frustration.

With Nuance Conversational AI, callers quickly get the help they need.

Nuance NLU-powered Intelligent Virtual Agents reduce friction by eliminating the dreaded phone maze.

- Understands caller intent and responds effectively
- Routes patient to self-service or other destination per protocols
- Routes escalated issues to live agent apprised with activity history
- Tracks data for performance analysis

The best outcomes start with an AI-first approach.

NLU-powered AI technology

- Powerfully creative live agents when automation greets patients and routes them to self-service options or other destinations.
- Conversation data means automated, intelligent, scalable feedback to continuously improve decision routes.
- Analysis improves performance by helping to reduce routine decision routes, identify opportunities to automate, and guide patient selections.

Intelligent automation

- Post-engagement analysis provides context to allow callers to engage in a natural conversation.
- Analyzes data to surface relevant information, completes tasks, and review two messages with helpful information or URLs.

Tight integration with multiple systems

- EHR (Epic, Cerner, MEDITECH, Allscripts, etc.)
- CRM (SFDC, Dynamics, etc.)
- Telephony systems (Avaya, Cisco, Genesys, etc.)
- Telephony systems (Northbrook, Cross, Genesys, etc.)

The best performance relies on proven technology.

A true performer with outcomes that speak volumes.

- Powerful partnerships with industry leaders.
- Nuance dialog technology and AI components are backed by strong working partnerships with industry-leading contact center vendors, including Genesys, Cisco, and Avaya.

Learn more at nuance.com/healthcare

© 2023 Nuance Communications, Inc. All rights reserved. HC_4550 SEP 2023

Sources:

1. Aspect Consumer Index Annual Report 2020
2. Zendesk

Quality data and enhanced AI for exceptional outcomes.

Our vast experience is backed by a large, vertical-specific data repository and two decades of pioneering contact center innovation.

- 31B customer interactions per year
- 31B virtual and live chat conversations per year
- 90% NLU intent recognition—up to 60% better conversational AI performance than other vendors

Powerful partnerships with industry leaders.

Nuance dialog technology and AI components are backed by strong working partnerships with industry-leading contact center vendors, including Genesys, Cisco, and Avaya.