

# Bring intelligence to your callers.

Deliver natural, helpful phone interactions with human-like automation.



43%

of customers prefer voice channels <sup>1</sup>

67%

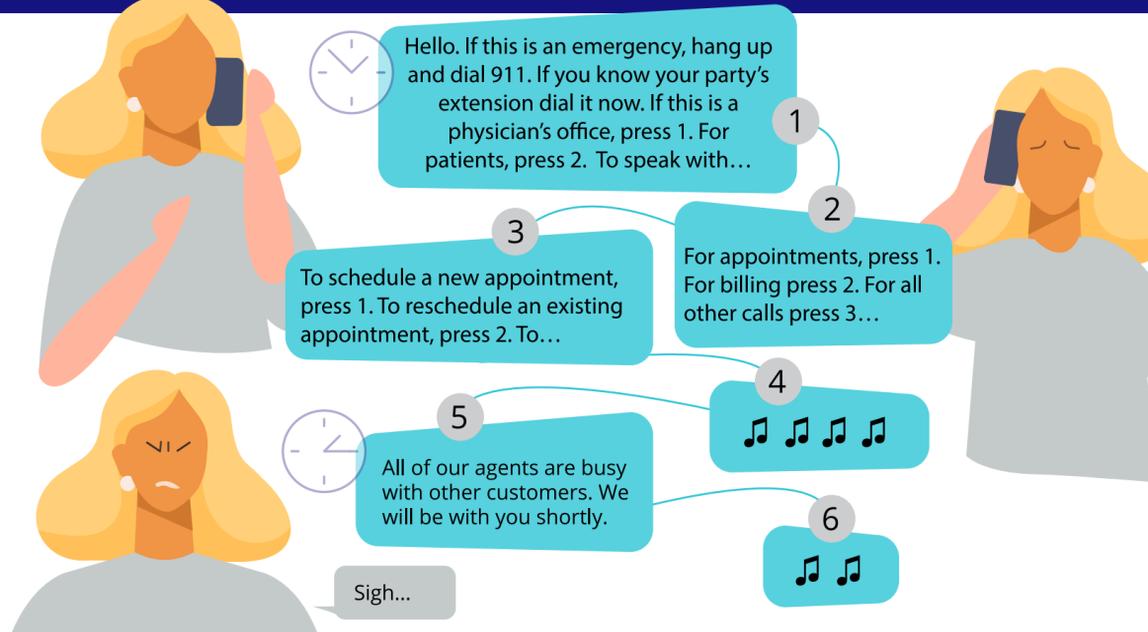
of customers prefer self-service over speaking to a company representative <sup>2</sup>

40-50%

of patient inquiries involve patient portal account access, pre-visit preparation, or post-visit follow-up

Sources: <sup>1</sup> Aspect Consumer Index Annual Report 2020 <sup>2</sup> Zendesk

## Unsophisticated technology and poorly designed automated workflows cause frustration.

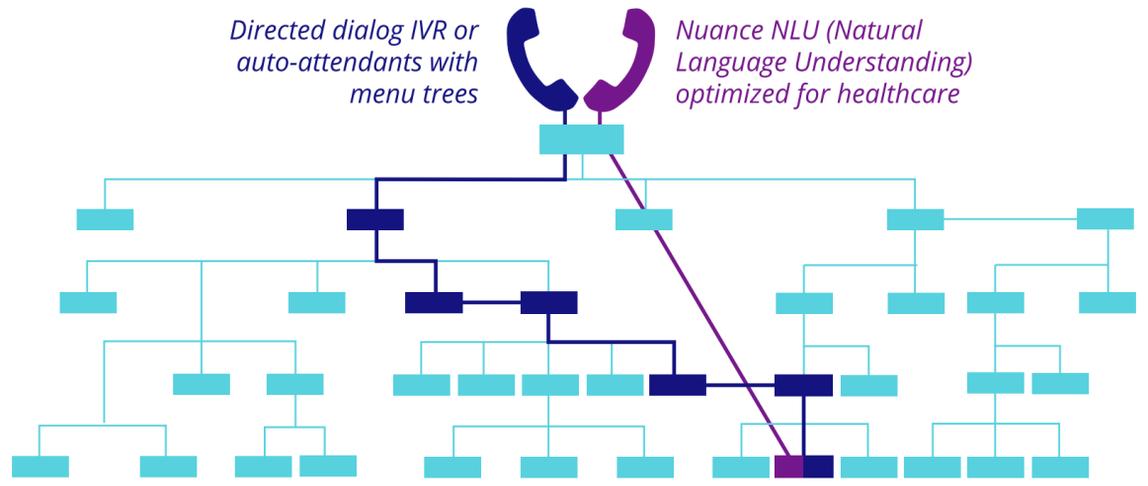


With Nuance Conversational AI, callers quickly get the help they need.

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

Directed dialog IVR or auto-attendants with menu trees

Nuance NLU (Natural Language Understanding) optimized for healthcare



Hello. How can I help you today?

I need to schedule my appointment.

Sure, I can help you with that...

- ✔ 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.

## Effective patient interactions need intelligence, efficiency, and connection.



### NLU-powered AI technology

Fewer calls involve live agents when automation greets patients and routes them to self-service options or other destinations.

- Conversation data enters an automated, AI-based, scalable feedback cycle to continuously improve accuracy.
- Analytics improve performance by helping to define routing destination needs, identify opportunities to automate, and predict caller behavior.



### Intelligent automation

First-party, turnkey, configurable applications allow callers to engage in a natural conversation to efficiently access information, complete tasks, and receive text messages with helpful information or URLs, 24x7x365.



### Tight integration with multiple systems

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

The best performance relies on proven technology.

A true performer with outcomes that speak volumes.

40%

average containment rate (percentage of calls that are not handled by live agents)

53s

reduction in average handle time (AHT)

47%

support cost savings (based on cost per support call and number of calls deflected from agents)

## 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



600M 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.

Learn more at [nuance.com/healthcare](https://nuance.com/healthcare)