Bring intelligence and care to your callers.

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

Unsophisticated technology and poorly designed automated workflows cause frustration.

Hello. If this is an emergency, hang up and dial 911. If you know your party’s extension dial it now. If this is a physician’s office, press 1. For patients, press 2. To speak with…

For appointments, press 1. For billing press 2. For all other calls press 3...

♫ ♫

All of our agents are busy with other patients. We will be with you shortly.

Nuance Interactive Voice Response (IVR) reduces friction by eliminating the dreaded phone maze.

Conversational IVR

Nuance patient engagement applications allow callers to efficiently complete tasks using voice or receive an SMS link to online self-service options.

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.

Trusted by 10,000 healthcare organizations and 1,500+ leading brands across industries and around the world.

Effective patient interactions start with technology that makes patient engagement smarter and faster.

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– Analytics help define routing destination needs, predict caller behavior, and identify opportunities to improve performance.

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The best outcomes start with an AI-first approach.

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