

Bring intelligence and care to your callers.



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

43%

of customers prefer voice channels.¹

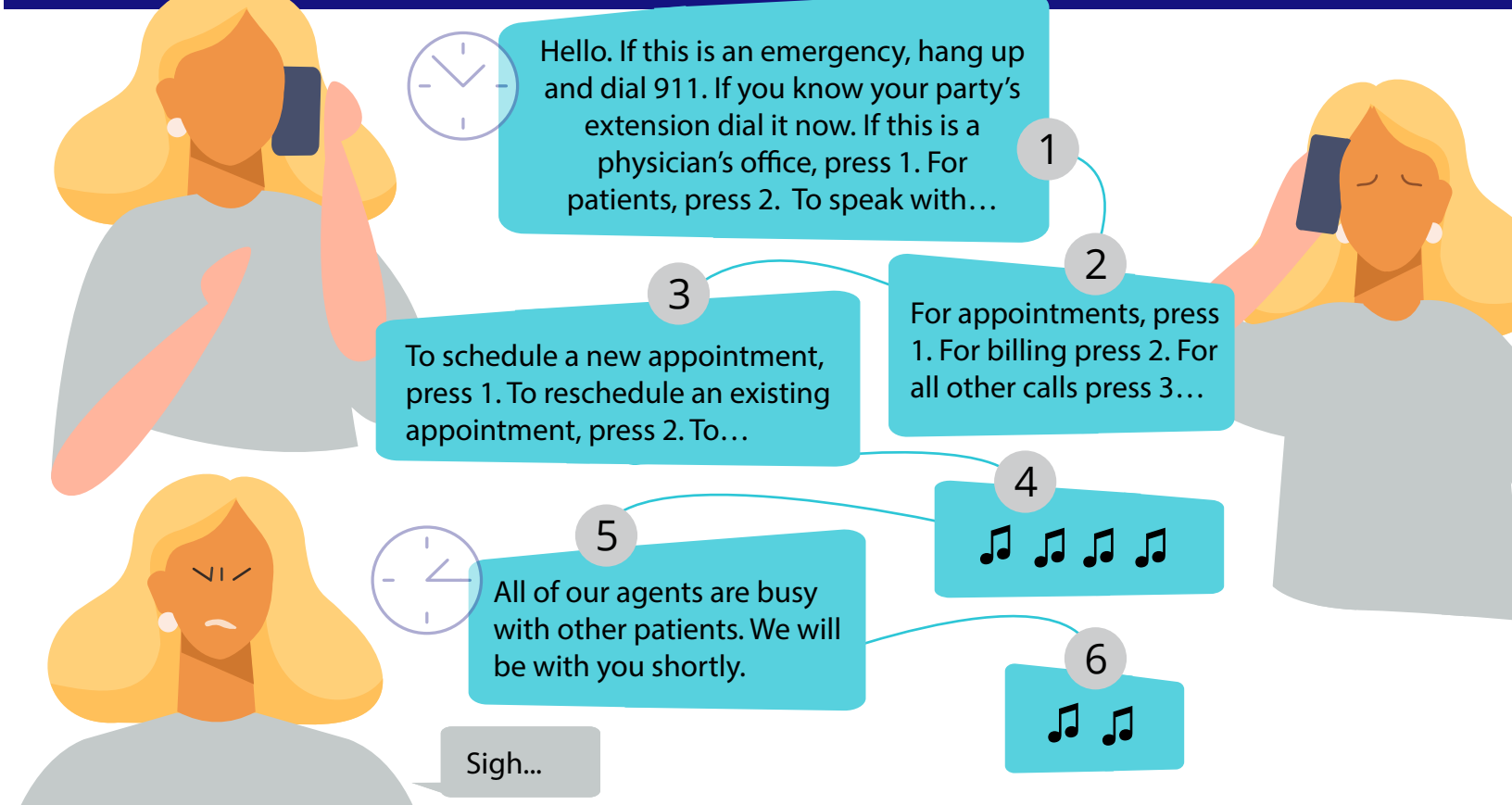
67%

of customers prefer self-service over speaking to a company representative.²

40-50%

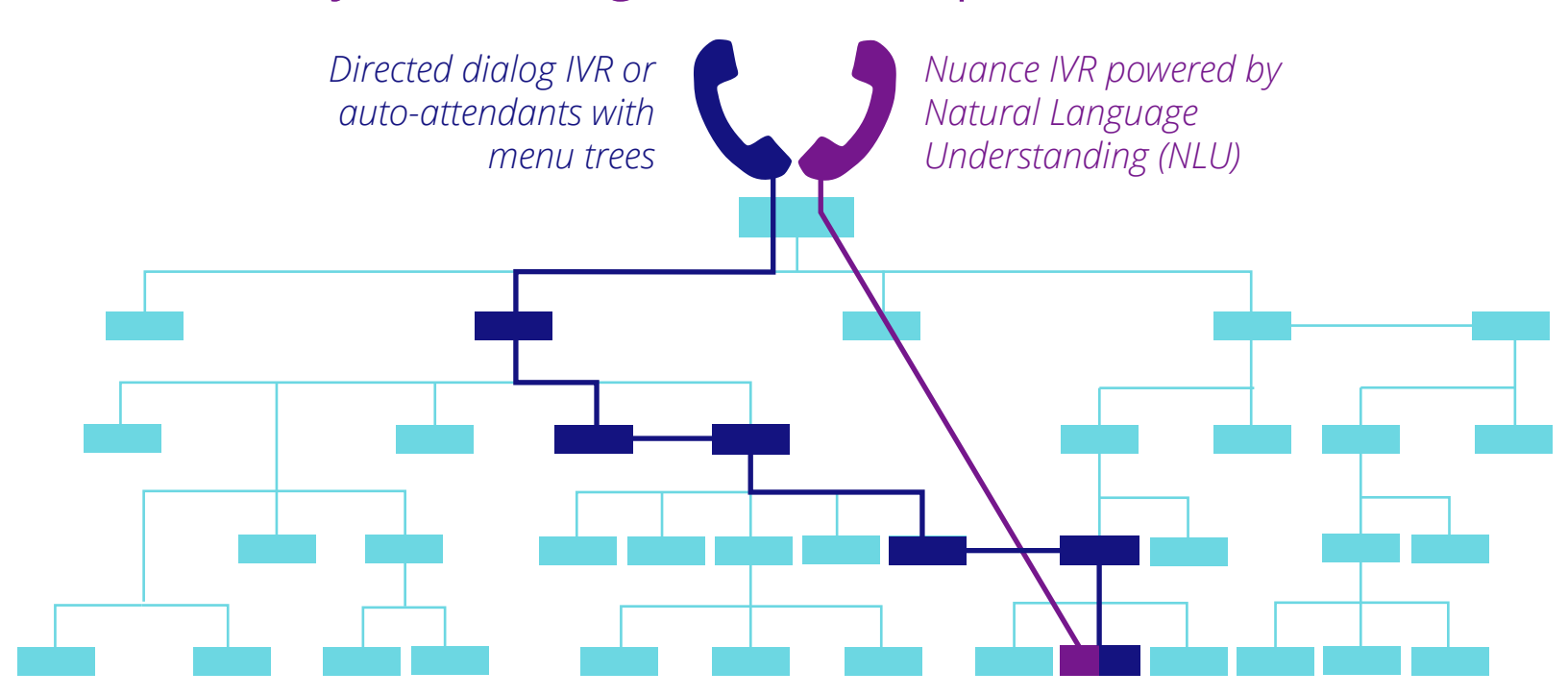
of patient inquiries involve patient portal account access, pre-visit preparation, or post-visit follow-up.

Unsophisticated technology and poorly designed automated workflows cause frustration.



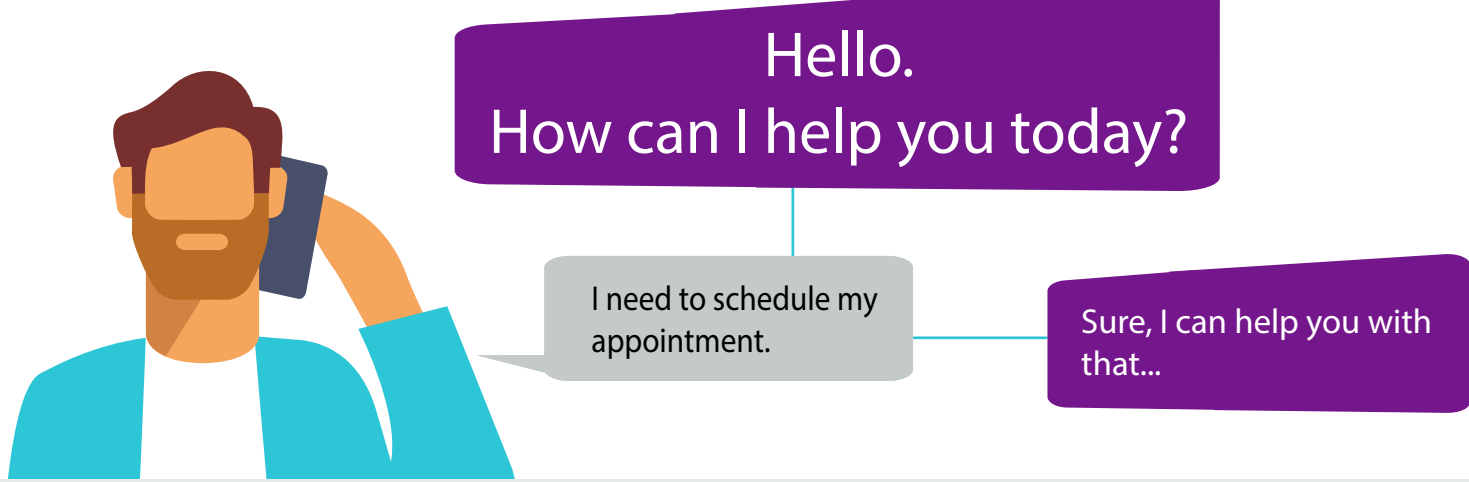
With Nuance IVR, AI-powered automated dialogues get callers the help they need quickly.

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



Directed dialog IVR or auto-attendants with menu trees

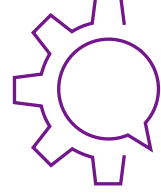
Nuance IVR powered by Natural Language Understanding (NLU)



- ✓ 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.

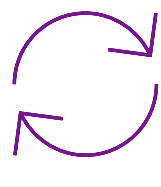
Effective patient interactions start with technology that makes patient engagement smarter and faster.



Conversational IVR

Powered by Natural Language Understanding (NLU), the IVR deflects specific calls from live agents and routes them to self-service options.

- An automated, AI-based, scalable feedback cycle uses data from conversations to continuously improve accuracy and scope.
- Analytics help define routing destination needs, predict caller behavior, and identify opportunities to improve performance.



Automation

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

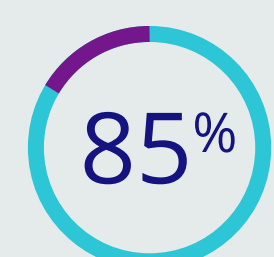


Tight integration with multiple systems

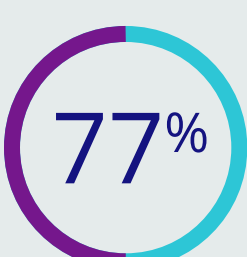
- EHR (Epic, Cerner, MEDITECH, Allscripts, etc.)
- CRM (SFDC, Dynamics, etc.)
- Telephony systems (Avaya, Cisco, Genesys)

The best performance relies on proven technology.

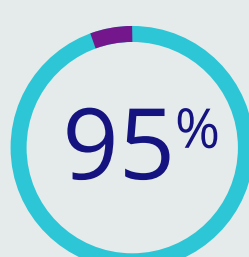
Trusted by 10,000 healthcare organizations and 1,500+ leading brands across industries and around the world.



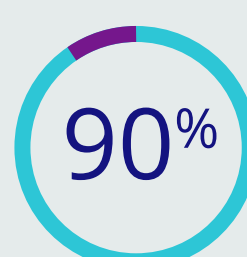
of the Fortune 100



of U.S. hospitals



of the top 20 financial services organizations



of the top 10 telcos/CSPs

A true performer with outcomes that speak volumes.

50%+ increase in customer satisfaction score (CSAT)	40%+ reduction in average handle time (AHT)
80%+ increase in handle volume	40% average containment rate

Sources:
¹Aspect Consumer Index Annual Report 2020
²Zendesk

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 IVR applications are backed by strong working partnerships with industry-leading contact center vendors, including Genesys, Cisco, and Avaya.

Learn more at nuance.com/healthcare