

**A Large Non-Profit Health System in the USA**  
**Creates an effortless patient and member experience**  
**using Voxai healthcare solution powered by Genesys**

The non-profit healthcare provider is passionate about delivering first-class patient care and support. Still, with legacy system limitations, their existing system was wasting time transferring calls, handling different service requests, and failing to collaborate with physicians. By migrating to the Genesys Cloud CX™ platform, care agents work efficiently, delivering a more seamless experience to patients and members alike.

## Company

A Large Non-Profit Health System in the USA

## Challenge

Replace a contact center with a more sophisticated Healthcare AI solution to reduce the need for agent transfers and provide a more seamless experience for patients and members.

## The Solution

- Genesys Cloud CX
- Unified Desktop
- Conversational IVR
- Analytics

The new solution understands complex customer Intents and accurately transfers Patients and members to the area of the service they need.

## Initial Results



More service routes over legacy IVR



Improved NPS



Setting the stage for innovation



## About Voxai

For more than 17 years, Voxai has been the trusted partner for customer-centric brands for architecting, implementing, and managing Contact Centers and Customer Experience (CX) solutions. We combine forces with Genesys to recreate experiences centered on a unique brand purpose that close the gap between brand promise and customer experience. With a laser focus on core purpose, we help our clients meet their customers' needs, engaging them in brand-relevant experiences and shifting the focus from cost to growth. To learn more about how we help our customers deliver exceptional agent and customer experience, visit [voxai.com](http://voxai.com).

635 Fritz Drive, Suite 220, Coppell, Texas 75019  
Telephone: 972-691-3333



[/voxai-solutions](https://www.linkedin.com/company/voxai-solutions)



[@VoxaiSolutions](https://twitter.com/VoxaiSolutions)