VOXAi SOLUTIONS | **GENESYS** Partner

A US-based specialty pharmaceutical company
Improves the quality of patient care and increases physician satisfaction

Our customer knew it needed to upgrade its contact center as an internal assessment found that the 15-year-old legacy platform is struggling with system obsolescence, an inability to transfer, inadequate reporting accurately, and a lack of integration with its CRM & EHR systems. Selecting the Voxai solution powered by Genesys Cloud CX boosted performance and efficiency and turned it all around.

Company

A US-based specialty pharmaceutical company

Challenge

Replace a legacy contact center with a more sophisticated cloud contact center to provide a more seamless experience for patients and practitioners.

The Solution

- Genesys Cloud CX
- Unified Desktop
- Integrations (CRM & EHR)
- Analytics

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.

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