

CX Solutions for Healthcare Experience Management

**Engage with your patients and members
to get clear and actionable insights
across touchpoints.**



Standardize your approach to data integration, analysis, insights, and visualization. Voxai Experience Management Solutions powered by Genesys can provide you with the data, structure, and clarity to drive operational and strategic-level decisions across the organization.

Drive Better Business Decisions

Turn to Voxai Experience Management Solutions to improve feedback collection and insights to fix frustrating digital issues for your patients and members.

Survey Management

With Voxai's vCX360, you can capture experience data from patients and members efficiently and proactively across various channels, including social media sites.

Predictive Modeling

With Genesys Predictive Modeling, you can leverage artificial intelligence (AI) technologies and connect drivers of satisfaction with the likelihood to recommend, return, and more.

Digital Behavior, Text and Speech Analytics

Gain enhanced insight into your patient experience with all analytics - digital, speech, and text. Gain intelligence from unstructured data across web chat, email, social media, and call notes.

Employee Performance Management

Improve agent performance with timely coaching and targeted training. Manage interactions, analyze data and recommend actions in real-time.

The Benefits

Resolve all patient accounts and member feedback and deliver insights everywhere.



Unify Patient Experiences

Offer a holistic view of your patient's experiences by combining data from our proprietary vCX360, Genesys, or external sources.



Readily Available Actions to Improve Experiences

Our advanced analytics and data visualization tools can empower you to identify comments of significance and key experience trends in the proper context — to act quickly and precisely.



Data Security and Compliance with HIPAA

Voxai Experience Management solution powered by Genesys complies with the privacy and security requirements outlined in the Health Insurance Portability and Accountability Act (“HIPAA”).

Real-World Outcomes

Delivering unmatched outcomes for major healthcare providers:



Increased patient and member satisfaction, productivity, and NPS.



360-degree view of customer journeys.



20% reduction in average handle time.