CX Solutions for Healthcare
EHR Vendor Integrations

Voxai integrates seamlessly with EHR vendors to create value for healthcare organizations.

By offering a unified agent desktop integrated with leading healthcare applications, we help your organization extend usability and intelligence with EHR. Our goal is to make it easier for healthcare providers to document everything without losing focus on what matters most—caring for their patients.

Our experience set us apart

Given all the platforms, devices, and unique demands of the people who use them, creating a seamless experience is not easy. We help integrate leading healthcare applications, including **Epic, Cerner, Aetna, and All Scripts,** to make it easier for healthcare providers to document care without losing focus on what matters most - to their patients.

Voxai Value

- AI-powered solutions, including speech recognition and virtual assistants for Epic

- Clinical approach and content backed by years of expertise

- Mobile friendly

- Improved costs, better outcomes, and better overall experience

Outcomes

Delivering unmatched outcomes for major healthcare providers - here are just a few examples:

42%

Reduction in the use of transcription for the USA's largest non-profit healthcare provider.

35%

Decrease in average ambulatory documentation time per appointment for the largest healthcare provider in the West.

Explore pre-built integrations and apps to reach your goals faster.

Genesys Cloud CX

Bring systems together with ease. With Genesys Cloud CX, you can create unique experiences quickly, keep pace with shifting priorities and build without limitations.

CRM

Seamlessly integrate the Genesys Cloud CX platform with your CRM – **Salesforce, SugarCRM, and Microsoft Dynamics CRM**, to name a few.

Case Management

Simplify workflows, track progress and reduce costs with case management apps – **ServiceNow, Unified Service Desk, MS Dynamics 365, SAP,** and others.

Unified Communications & Collaboration

Use voice, digital, and collaboration solutions that work across your business — or bring your own. Connect with tools like **Microsoft Teams** and **Zoom**.

Operations

Use all your favorite tools, apps, and solutions. From **Okta** single sign-on to **webhooks**, you can connect Genesys Cloud CX to other systems — with minimal IT support.

Unified Communications & Collaboration

Give customers support at any hour with bots and artificial intelligence (AI). In addition to native capabilities, Genesys Cloud CX integrates with **Amazon Lex**, **Google CCAI,** and more.

WFM

Get historical and real-time adherence data with workforce optimization integrations. Drive better outcomes with gamification solutions employees will love.

Genesys Multicloud CX

Deliver Better CX With Genesys Multicloud CX Integrations.

CRM

The Genesys Gplus Adapter is a pre-built integration that allows you to easily integrate with **Salesforce**, **Microsoft Dynamics,** or **ServiceNow** to personalize customer journeys.

Voice integrations

Create flexible integrations with third-party voice systems, including **PSTN**, **unified communications, voicemail, SIP proxy, standalone phones, browser-based endpoints,** and **external IVRs**.

Artificial intelligence

Incorporate AI capabilities across multiple channels and business units using Genesys or third-party technologies. Benefit from bots, predictive routing, speech and text analytics, AI forecasting and scheduling, and more.

APIs & SDKs

Integrate Genesys Multicloud CX functionality into your existing IT environment through **Genesys SDKs** and **APIs.** Easily build complete custom applications or integrate them with third-party systems.

Marketing automation integrations

Combine the powers of Genesys Multicloud CX with leading marketing automation systems, such **as Adobe Experience Cloud**, to create hyper-personalized customer experiences.

Business intelligence and analytics

Apply your existing BI and analytics tools to the customer, and employee data Genesys Multicloud CX collects, such as interaction details, routing information, and operational reports.

VOXAI SOLUTIONS | GENESYS Partner

Call Us: 972-691-3333