

CX Solutions for Healthcare Omnichannel Solutions

Deliver better patient experiences with our omnichannel solutions powered by Genesys.



Voxai Omnichannel Solutions combines decades of healthcare expertise with market-leading Genesys engagement technology that annually powers over 1 billion customer interactions. A single solution based on Genesys Cloud CX or Multicloud CX brings world-class consumer engagement to healthcare, modernizing interactions across the patient journey.

The All-In-One Omnichannel Solution

Solve demanding patient engagement issues with pre-built or custom applications that deliver personalized, contextually relevant experiences across voice and digital channels.

Unified omnichannel communication

Use the same market-leading technology trusted by primary healthcare providers to automate personalized and contextual inbound and outbound interactions on the patient's preferred contact method. Reuses constructed conversational experiences within and across channels—eliminating redundant work.

Intelligent Automation

Provide automated interactive assistance for everyday tasks, seamlessly addressing fluctuating call volumes and limiting call wait times and live agent use.

Integration to core systems

Supercharge intelligent automation by connecting to the health care provider's EHR, CRM, patient access center, revenue cycle systems, or telephony system. By personalizing and unifying experiences, healthcare providers can provide more efficient interactions and make patients feel known and valued.

Performance Analytics

Real-time omnichannel analytics allow healthcare providers to map patient journeys, monitor the systems, and learn what patients demand. By identifying what patients need, healthcare providers can provide solutions to meet their expectations.

The Benefits

Supercharge Performance and Transform Experiences.

Easy Access To Care

First, provide patients with many ways to connect with **You** — support multiple inbound and outbound communication channels. Deliver personalized interactions within unified, omnichannel convenience that make patients feel connected and valued by **You**.

Member Acquisition

We help **You** find, acquire, and engage members across all channels. Demand and acquisition services, combined with retention and loyalty solutions, help **You** build a customized end-to-end experience that drives richer engagement, lifetime value, and higher ROI.

Improve Patient Outcomes

Help **Your** care team members communicate, so they're more accessible to each other and patients. Be ready to collaborate about care, provide patient support, and respond to emergencies.

Expand the power of your EHR

Grow patient portal use by easing access and offering self-service support. Complement the EHR by integrating with Unified Genesys Agent Desktop and reach patients without switching to multiple screens.

Real-World Outcomes

Delivering unmatched outcomes for major healthcare providers:

35%

Containment Rate

25%

Self-Service Rate

40%

Support Savings