

Earn brand loyalty with better patient care team experiences.



Replace outdated, manual processes with streamlined workflows that leverage automated communications tools. You'll free patient care team members to focus more on delivering care—and less on delays and rework.

Take Care of Your Patient Care Teams

Customer satisfaction invariably rises when patient care teams feel valued, supported, and engaged.

Employee performance management

Simplify and personalize care team experiences. Give them one platform for customer experience (CX), training, recognition, and more. Enhance engagement across their entire development journey.

Quality assurance and monitoring

Record every interaction across channels without losing data. Access your valuable Voice of the Customer (VOC) insights, including trends, training opportunities, and global compliance.

Long-term workforce planning

Optimize contact center schedules to make the most of your budget and resources. Easily determine how many patient care agents you'll need in advance — and always have the proper support.

Workforce forecasting and scheduling

Ensure you have the right support in place when demand spikes. Use artificial intelligence (AI) to create accurate, flexible schedules in minutes. Let your business leaders focus on what matters.

Gamification

Help the care team meet performance objectives with accessible scorecards and leaderboards. Provide accessible, real-time insights and actionable recommendations that drive results.

Speech and text analytics

Gain valuable insights with native speech and text analytics. Use transcription, sentiment analysis, and topic spotting to identify key events. Use these insights to improve interactions in real time.

The Benefits

Gain visibility into processes across multiple areas of your organization to improve operational efficiency, contact center performance, and employee engagement.



Drive Efficiencies

Unearth your unique operational strengths while finding ways to be even better.



Increase Productivity

Utilize key performance indicator (KPI) scores to improve employee skills with coaching opportunities.

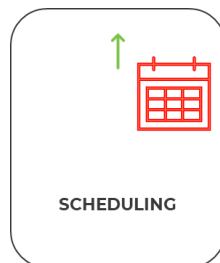
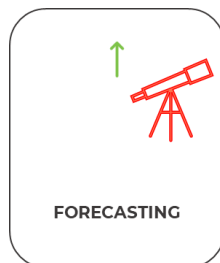
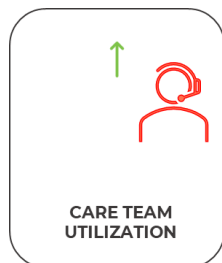


Improve Engagement

Standardized framework to manage and improve patient care team engagement.

Moreover..

We partner with Genesys, a visionary leader in workforce engagement, to improve:



Real-World Outcomes

Delivering unmatched outcomes for major healthcare providers:

42%

Reduction of customer engagement operating costs.

12%

Reduction of the average handle time of calls.

20%

Decrease in care team agent idle time.