

# Agent Chat

## Seamlessly Connect Patients with a Live Agent

Our chat solution Agent Chat, is designed to transform your health system contact centers. Leveraging advanced technology, it equips your agents to handle patient inquiries with efficiency and ease, ensuring exceptional service.

### Enhanced Efficiency and Patient Satisfaction:

Agent Chat enhances operational efficiency by streamlining communication processes between patients and live agents through a secure chat link, leading to faster response times and improved NPS. With our solution, your contact center can handle a higher volume of inquiries without compromising service quality.



### Use Cases

- ✓ Referral outreach
- ✓ Manage appointments
- ✓ Pay bills
- ✓ Care Gaps
- ✓ And more...



### Agent Chat can bring several benefits to your patients and agents, including:



#### Privacy and Security:

Fully compliant with HIPAA regulations, Agent Chat guarantees the privacy and security of all patient and agent interactions.



#### Ease of Use:

With intelligent routing, message templates, multiple concurrent chats, and patient conversation history, agents can quickly handle patient inquiries.



#### Real-time Metrics:

Optimized operational performance with key metrics ensuring your contact center can continually improve its services in real-time.



#### Enhanced Patient Experience:

Patients can instantly connect to a live agent for appointment scheduling, inquires, and support through a secure chat link on your website or in a text message. Providing them with a more convenient channel to communicate with your staff than through phone calls.



## Get Started with Agent Chat:

Ready to transform your health system's contact center? Contact us today for a demo and discover how Agent Chat can enhance your communication capabilities and improve patient care and relationships.



Web

and

SMS

Chat Conversation with Live Agent

