Appian

APPIAN FOR HEALTHCARE
INTELLIGENT CONTACT CENTER

The Appian Intelligent Contact Center™ powers contact centers at some of the world's leading organizations. Backed by the #1 rated case management solution, the Intelligent Contact Center™ provides a complete, single view of the customer while driving rapid resolution. The result is superior agent performance and world-class customer experiences.

As healthcare organizations and consumers have more choices available to reduce their reliance on traditional methods of care delivery, these entities need to ensure that all their services are easily accessible to their various constituents (patients, providers, payers, etc.) as well. Offering superior customer service is vital in order to retain not only patients and help them achieve their desired outcomes, but also the best clinicians to help serve those patients. However, siloed operations, manual processes, and legacy systems present significant barriers to achieving these goals.

Whether it's patient or member billing, procedure coding, or provider reimbursement, healthcare leaders are transforming the way they deliver customer service—thus, decreasing the all-too-often frustration that comes along with medical billing.

MODERNIZE FOR MAXIMUM IMPACT
Healthcare organization's can transform their contact center with an innovative platform that enables organizations to quickly deliver an integrated customer experience across channels and customer touchpoints.

Unified Customer View
Unify data and interaction history for a true, complete patient view for intelligent agent interactions and outstanding patient experiences.

Exceptional Customer Experiences
Provide seamless patient experience across channels and touchpoints, with embedded knowledge management, helping improve patient outcomes and increase patient loyalty to the organization.

Phenomenal Agent Experience
A single, easy-to-use interface driven by sophisticated AI to support agents in servicing customers and delivering personalized recommendations.

Essential Integrations
Integrate siloed data and back-office systems to orchestrate complex processes and extend the value of current technology investments, including EMRs, ERPs, and existing contact center technologies.

INTELLIGENT CONTACT CENTER

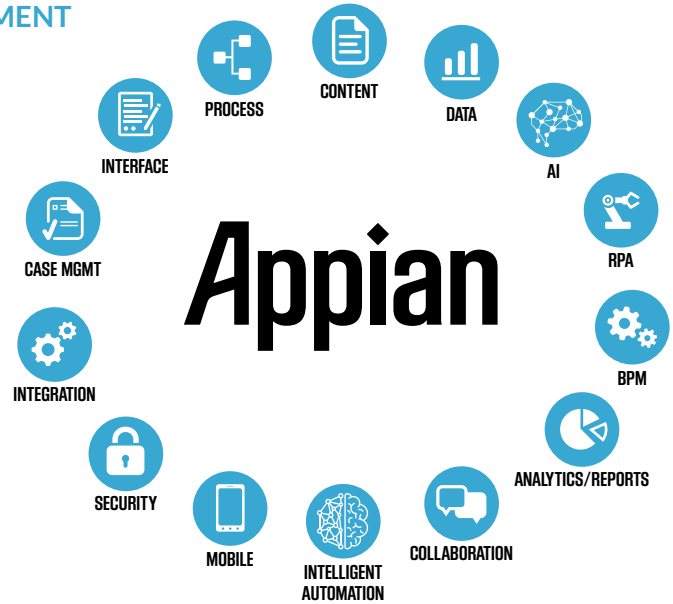## A SINGLE SOLUTION TO IMPROVE CUSTOMER ENGAGEMENT

Unified Customer View
Unify data from across your organization to create one actionable customer view.

Universal Agents
Dynamic Case Management, AI, RPA, and intelligent processes help guide agents to handle any situation—fast.

Omni-channel Communications
Engage with customers on the channels of their choice for seamless customer experiences.

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PROCESS · CONTENT · DATA · AI · RPA · BPM · ANALYTICS/REPORTS · COLLABORATION · INTELLIGENT AUTOMATION · MOBILE · SECURITY · INTEGRATION · CASE MGMT · INTERFACE

EXCEED THE KPIs THAT MATTER MOST:

Increase
- Customer Satisfaction Scores
- Call Quality Scores
- Revenue

Improve
- First Call Resolution
- Service Level
- Agent Productivity

Reduce
- Average Handle Time
- Cost Per Interaction
- Agent Turnover

APPIAN CUSTOMERS ARE REALIZING:

- **80%** reduction in processing time
- **60%** increase in customer satisfaction
- Over **40%** operational cost savings
- **9x** faster customer service

LEADING HEALTHCARE ORGANIZATIONS RELY ON APPIAN:

BMI Healthcare · KAISER PERMANENTE · NuLife Med · SHARP · psHEALTH

Appian

Appian provides a low-code development platform that accelerates the creation of high-impact business applications. Many of the world's largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk management and compliance.

For more information, visit www.appian.com/healthcare