Appian

APPIAN FOR HEALTHCARE
INTELLIGENT CONTACT CENTER

The Appian Intelligent Contact Center™ unifies all systems, channels, and patient/member information into a single, intelligent interface for healthcare organizations. Fueled by Appian's Intelligent Automation that combines the power of business process management with next generation artificial intelligence and robotic process automation, contact centers can crush KPI goals, deliver concierge customer experiences, and create rockstar agents.

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.

Intelligent 360° Customer View
Unify data and interaction history for a true, 360° patient view for intelligent agent interactions and outstanding patient experiences.

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

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.

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.
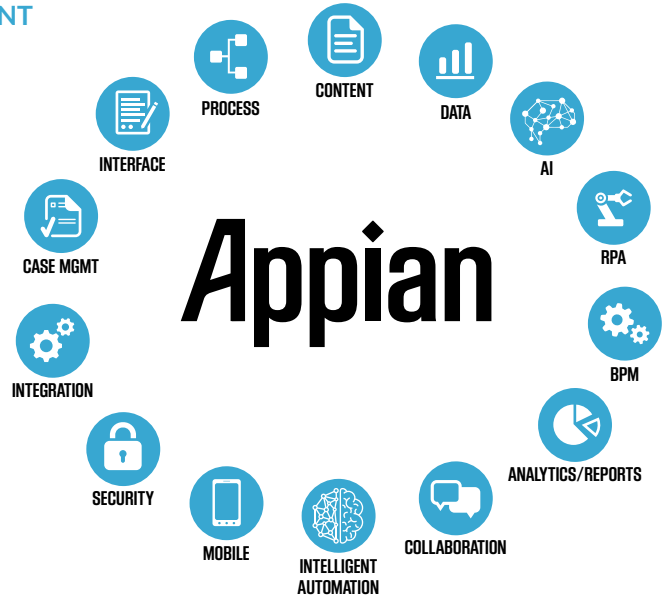
ONE UNIFIED PLATFORM TO IMPROVE CUSTOMER ENGAGEMENT

Omni-Channel Engagement. Integrate leading communication channels into a single interface for a seamless customer experience, leveraging technology expertise from Google, Twilio, Genesys, and more.

Dynamic Case Management. Industry-leading, pre-built case management capabilities simplifies complex service interactions to help agents and patient service coordinators make decisions and reach resolution faster.

Intelligent Automation. Combines business process management (BPM), robotic process automation (RPA), and artificial intelligence (AI) to support agents and provide a substantial competitive edge.

Low-Code. With Appian, there's no compromise between speed and power. Low-code turns business intent into powerful enterprise applications, fast. A single, trusted cloud platform gives you the power to access data anywhere and run on any device, maximizing the value you can deliver to customers.

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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 · NuLifeMed · SHARP · UNITEDHEALTH GROUP · psHEALTH

Appian

Appian provides a software development platform that combines intelligent automation and low-code development to rapidly deliver powerful business applications. Many of the world's largest organizations use Appian applications to improve customer experience, achieve operational excellence, and simplify global risk and compliance.

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