



## **PATIENT AND MEMBER EXPERIENCE REIMAGINED**

### **Healthcare**



### **CX for Healthcare**

Improve loyalty and satisfaction with experiences that are easy and personalized. Give your patients and members access to information when they need it by leveraging digital-first omnichannel solutions.

#### **Personalized experiences**

Whether it's voice calls, messaging, or chat, let them use their own words to tell you what they need. We use natural language understanding to remove outdated menu-based options that may or may not meet their needs. Connected data across all channels means your patients and members don't need to repeat themselves.

#### **Omnichannel experiences**

More than voice calls. Your patients and members want to connect with you through email, chat, and messaging as well. Providing multiple points of access let's them reach you when they need you most. We ensure that their experiences are seamless and connected – no matter how they contact you.

#### **Focus on patient and member care**

We help you spend less time managing CX. A simple cloud-based solution with consumption-based pricing lets you focus more time on your patients and members and providing them with exceptional care and service.

**Patients and members are the focus of your business. Transform their experience across all channels and show them that they are your priority.**

Simplify the patient and member experience with personalized, omnichannel interactions that increase satisfaction and help you focus on what matters most – meeting the needs of your patients and members.

## Concentrix delivers results

With Concentrix you have a partner focused on delivering tangible business outcomes. See how we're helping our customers deliver consistent and personalized customer engagements—and enhancing their businesses.

### HEALTHCARE PROVIDER



#### Challenge

Managing too many legacy environments was costly and led to inefficiencies for a regional healthcare system representing 220 clinicians. Patients were frustrated, abandoning up to 40% of calls. With XPCC for Amazon Connect, the customer moved to a single environment that supports digital self-service channels including text and chatbots.

#### Results

- **85%** reduction in abandoned calls
- **40%** cost savings with increased advisor efficiency
- **\$500,000** annual cost savings to onboard new clinics

### HEALTHCARE SERVICES



#### Challenge

This leading healthcare company wanted to arm its advisors with the training, tools and information needed to increase efficiencies and deliver real business impact. Leveraging our Smart Agent Assist tool, advisors receive live guidance on next-best actions designed to increase enrollments and maintain compliance with client processes.

#### Results

- **3%** increase in enrollments
- **20%** improvement in new hire advisor productivity
- **10-20%** improved compliance across sites and teams



## TOP 2

global CX  
solutions provider



## 96%

client  
renewal rate



## 360°

customer full  
lifecycle services



Learn how the Concentrix CX Solutions can transform customer experience with simple, personalized, omnichannel solutions that allow you to focus more time on your patients and members and less time on your CX technology

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**[www.ReimagineHealthcareCX.com](http://www.ReimagineHealthcareCX.com)**

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member experiences**