SPITCH

driven by voice

Omnichannel self-service solution for healthcare providers and health insurance companies

Fast and Easy | Value from Day 1 | Affordable Subscription (SaaS)

Healthcare providers and health insurance companies struggle to deliver high-quality customer experience coping with the growing number of incoming calls. Customer frustration is increasing due to long queues, and about 20% of the calls are lost.

Spitch is a leading provider of highly accurate omnichannel conversational platform and self-service solutions for a wide range of industries

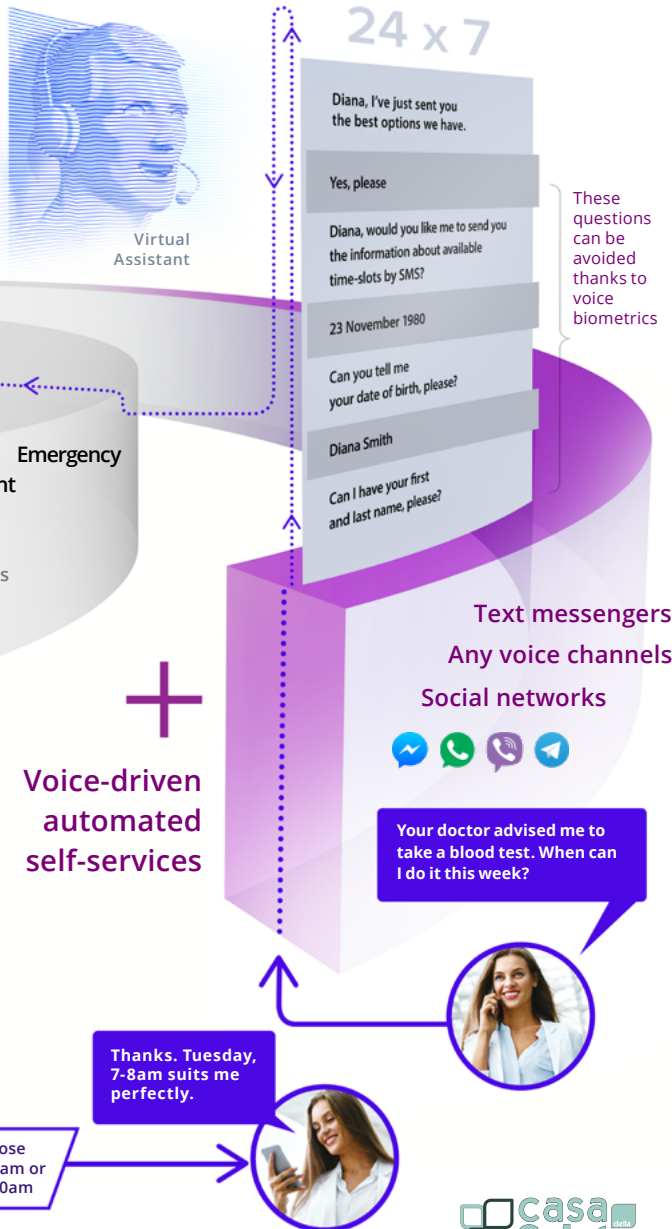Between 40% and 80% of customer queries in healthcare are typically:

- reserving a doctor appointment;
- clinic opening hours;
- queries about medical tests and scheduling a medical exam;
- other routine but timeconsuming issues.

Such queries can be automated by voice assistants, which can handle all routine requests, e.g. scheduling appointments, without involving human operators. In cases where the requests are more complex, the customer will be automatically and immediately routed to the right contact centre agent.

Further development potential:

- voice biometrics for customer and agent identity verification;
- access to exam results;
- customer satisfaction analysis and agent performance assessment by speech analytics, and more;
- automatic reminder calls to minimize no-show cases and save worktime of the contact centre staff.

24 x 7

Virtual Assistant

Diana, I've just sent you the best options we have.

Yes, please

Diana, would you like me to send you the information about available time-slots by SMS?

23 November 1980

Can you tell me your date of birth, please?

Diana Smith

Can I have your first and last name, please?

These questions can be avoided thanks to voice biometrics

Appointment scheduling and other backend systems

Doctor availability

Tests

Outpatient service

Emergency

Healthcare services

Frontend/ channels

Website

Mobile app

+

Voice-driven automated self-services

Text messengers
Any voice channels
Social networks

Your doctor advised me to take a blood test. When can I do it this week?

Thanks. Tuesday, 7-8am suits me perfectly.

Please choose Tuesday 7-8am or Thursday 9-10am

Solution:

Rapid Implementation
Easy integration with appointments management, e-documentation, mobile apps and telephony systems.

Easy support
No need for any specialised skills for the IT team.

Cost-effectiveness
Over 60% of incoming customer queries can be processed automatically.

Perfect customer experience
Customers appreciate having access via voice and text channels.

Fast time to market:

- Spitch solution is 'Ready to Go' with the relevant industry-specific vocabularies in place.
- Spitch has pre-trained language models and high-level, easy-to-use tools for fine-tuning and customisation.

Benefits:

- Self-services are available 24/7/365.
- No calls are missed.
- Calls are answered after the first ring tone.
- Customer experience is greatly improved.
- Cost-saving thanks to automation.

CASA della Salute

Omar Lafi
CIO of CASA della Salute

«The AI/NLP-based solution implemented by Spitch and DotVocal helps our first line contact centre staff by handling routine workload and attending customers with no waiting time. This is a move to the right direction as it helps us grow without the need to add and train additional operators»

Gartner COOL VENDOR 2019

Spitch named a "Cool Vendor" by Gartner

Spitch has been named a "Cool Vendor" by Gartner in the "Cool Vendors in Speech and Natural Language" report[1], as one of only three innovative companies that provide custom-made, highly performant speech and natural language systems that move beyond what standard API and cloud offerings provide.

Trusted by a wide range of partners and customers:

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