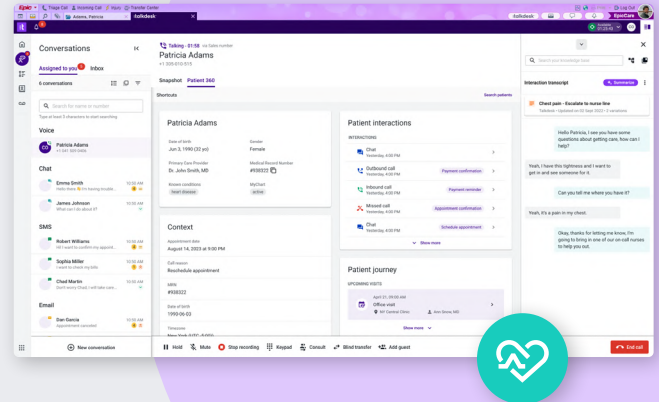


Bring the advantage of Talkdesk Healthcare Experience Cloud and Epic to your patient journey.

The AI-powered contact center platform built for healthcare and directly integrated with Epic.



Talkdesk Healthcare Experience Cloud™ for Providers connects directly with Epic via FHIR and other Epic APIs to help you unlock a better patient experience. With out-of-the-box contact center workflows powered by Talkdesk AI, providers can realize value faster and focus on optimizing patient and business outcomes instead of building from scratch.



“We went live within a month, and Talkdesk immediately made a massive improvement for our agents and consumers alike. The plug-and-play connection between the Talkdesk UI and Epic EHR was the missing piece.”

— JEFF STURMAN, SENIOR VICE PRESIDENT & CHIEF DIGITAL OFFICER AT [MEMORIAL HEALTHCARE SYSTEM](#)

AI to elevate every patient touchpoint and empower your staff.



Patients resolve their most common needs through conversational AI that handles use cases such as managing upcoming appointments or booking new ones, refilling prescriptions, resetting their MyChart passwords, and getting directions to the correct facility—all on the channel of their choice.



Contact Center Teams are free to focus on the most complex conversations with more efficiency and accuracy. They're equipped with a UI that seamlessly works within Epic and gives them instant expertise through real-time AI recommendations. Supervisors get AI-powered quality reporting on every touchpoint.



IT Teams quickly deploy bots to deflect and resolve inbound calls using pre-built templates for patient access, revenue cycle, and patient services. AI surfaces opportunities to optimize performance and teams can leverage no-code configuration tools to review and implement changes faster.

What leading Epic customers do with Healthcare Experience Cloud:



Connect with Epic to realize value faster and save time and resources. Pre-built integration with Epic doesn't require any middleware or partners. Talkdesk uses HL7® FHIR® and private APIs for deep and direct integration.



Turn contact center agents into fast and efficient experts with a connected workspace that gives staff a complete view of patient context from previous interactions. Real-time AI recommendations during calls and chats complement and sync with data from Epic.

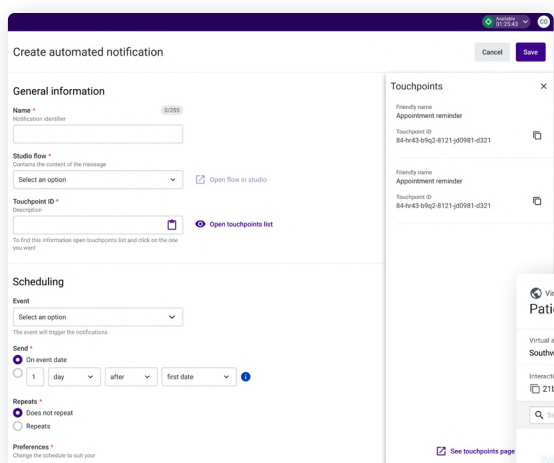


Deploy and optimize solutions with confidence and speed through out-of-the-box workflows for the most important Epic-integrated use cases in patient access, revenue cycle and other patient services. No-code tools enable staff flexibility to configure and optimize workflows as needed.

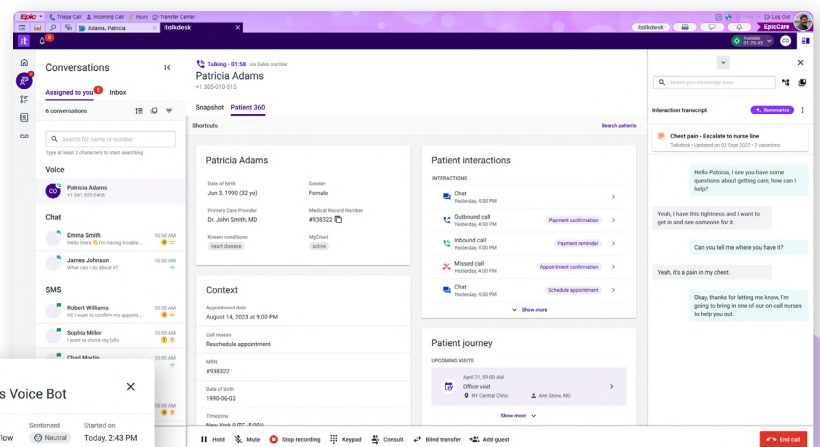


Resolve more patient calls with conversational AI through Virtual Agents built for the most common patient questions and needs like appointment management and MyChart password resets, with pre-integrated templates.

Agents manage patient conversations in context with a complete view of patient interaction history—all within Epic.



Outbound notifications triggered by Epic can be seamlessly passed to bots or agents when patients require assistance.



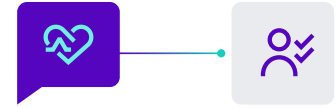
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Conversational AI reads and writes directly to Epic so patients can autonomously resolve common needs like appointment management.

The enterprise-grade capabilities every healthcare contact center needs.

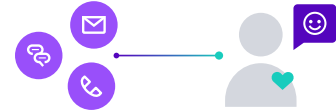
Human-in-the-loop generative AI.

Automated call and chat summarization speeds after-call-work and saves agents' time after every conversation. Generative bots enable better automated call resolution with reduced costs. No-code tools and analytics enable staff to monitor, test, correct, and improve AI models used across the contact center.



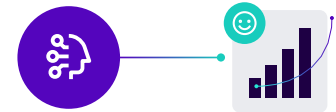
Omnichannel engagement.

Reach patients on their preferred channel, including voice, chat, email, and SMS. Use configurable reminders so your most important inbound and outbound conversations are unified on a single platform.



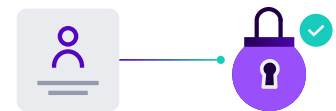
Reporting and management tools.

Measure and track data on patient experience and sentiment. Boost your staff's impact with interaction analytics, AI-powered quality management, and workforce management.



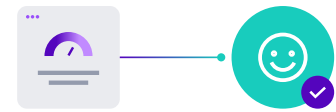
HIPAA compliance.

Secure ePHI for patients, payers, and providers. Implement industry best practices for security, privacy, and business continuity.



100% Uptime SLA.

Count on the highest reliability and call quality in the cloud contact center industry, backed by a 100% uptime SLA for Healthcare Experience Cloud.



"Healthcare Experience Cloud helps healthcare organizations address customer requirements and exceed expectations by ensuring a positive patient experience. The robust solution also improves employee retention while delivering better patient outcomes."

— ALPA SHAH, GLOBAL VICE PRESIDENT, CX PRACTICE, [FROST & SULLIVAN](#)



"To achieve the level of patient engagement in today's modern healthcare landscape, providers must move beyond traditional call center support built solely around live-agent communication and interactive voice response. Talkdesk Healthcare Experience Cloud breaks through in this area, empowering healthcare consumers to engage with providers more efficiently – whenever, wherever, and however they choose – while also helping to eliminate the fragmented nature of the patient experience by leveraging true omnichannel technology."

— JAMES JOHNSON, MANAGING DIRECTOR, [MEDTECH BREAKTHROUGH](#), BEST PATIENT RELATIONSHIP MANAGEMENT SOLUTION

About Talkdesk

Talkdesk® is a global AI-powered cloud contact center leader for enterprises of all sizes. Talkdesk CX Cloud and Industry Experience Clouds help enterprises deliver modern customer service their way. Our trusted, flexible, and innovative contact center platform leverages AI and automation to drive exceptional outcomes for their customers and improve the bottom line.

[Learn more](#) and take a [self-guided demo](#) at www.talkdesk.com.

talkdesk®

Experience. A better way.

Talkdesk Healthcare
Experience Cloud™

