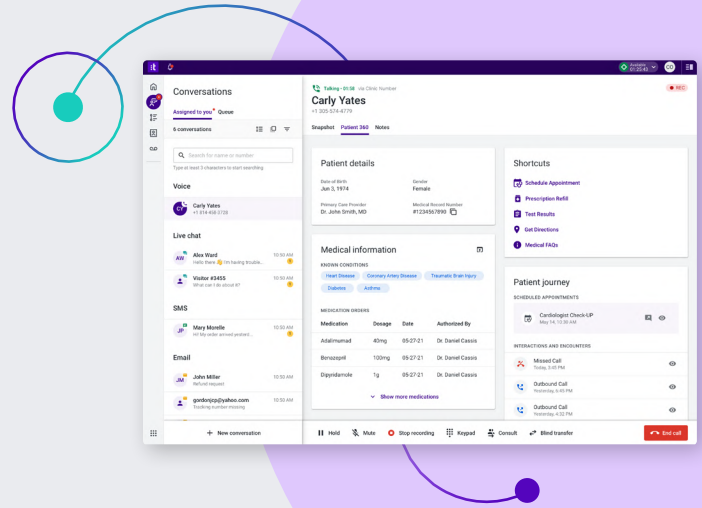




Talkdesk Healthcare Experience Cloud™

The award-winning contact center solution purpose-built for healthcare.

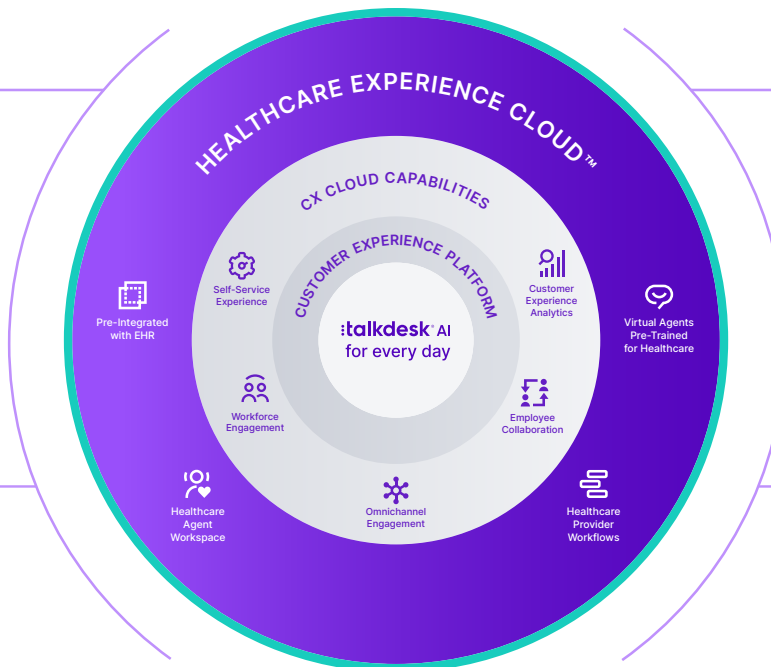


Talkdesk Healthcare Experience Cloud™ for Providers is a connected, intelligent, and intuitive solution for reimagining the patient experience. With industry-specific out-of-the-box integrations and workflows, and actionable insights—all powered by Talkdesk AI—providers can realize value faster while positively impacting patient interactions.

Key features

EHR Integration surfaces key information for tailored interactions across the patient journey. Leverage deep functionality with direct EHR bridges and a HL7 FHIR standards-based universal EHR connector.

Healthcare Agent Workspace gives staff a unified view of patient context from previous interactions and medical history, and recommended next-best actions within a single interface.



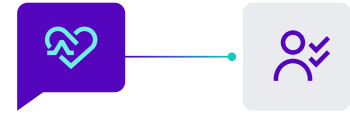
Virtual Agents for Healthcare are AI-powered, conversational bots that use EHR data and healthcare-trained natural language processing to solve patient issues and personalize interactions.

Healthcare Provider Workflows leverage AI to streamline interactions and automate processes such as payments, appointment management, and prescription refills.

Capabilities

Smart automation.

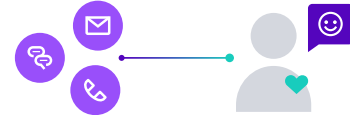
Deliver AI-powered self-service that's convenient and tailored. Automate content and next-best action recommendations with cognitive intelligence that recognizes medical and pharmaceutical terms as your patient speaks.



Deliver recommendations

Omnichannel engagement.

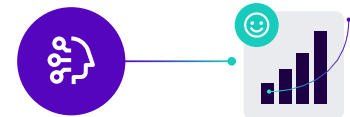
Reach patients on their preferred channel, including SMS, voice, email, and live chat. Automated notifications enable bi-directional digital interactions to boost efficiency and offer patients more channel choice.



Omnichannel communications

Empowered staff.

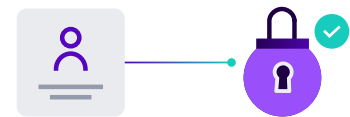
Streamline the agent experience with intuitive tools and a complete view of patient context, helping staff offer seamless and consistent service. Support staff with AI and integrations with your systems of record to proactively meet patient needs during interactions in real time.



Improved patient experience

HIPAA compliance.

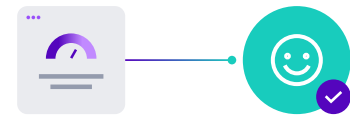
Secure ePHI for patients, payers, and providers. Implement industry best practices for security, privacy, and business continuity.



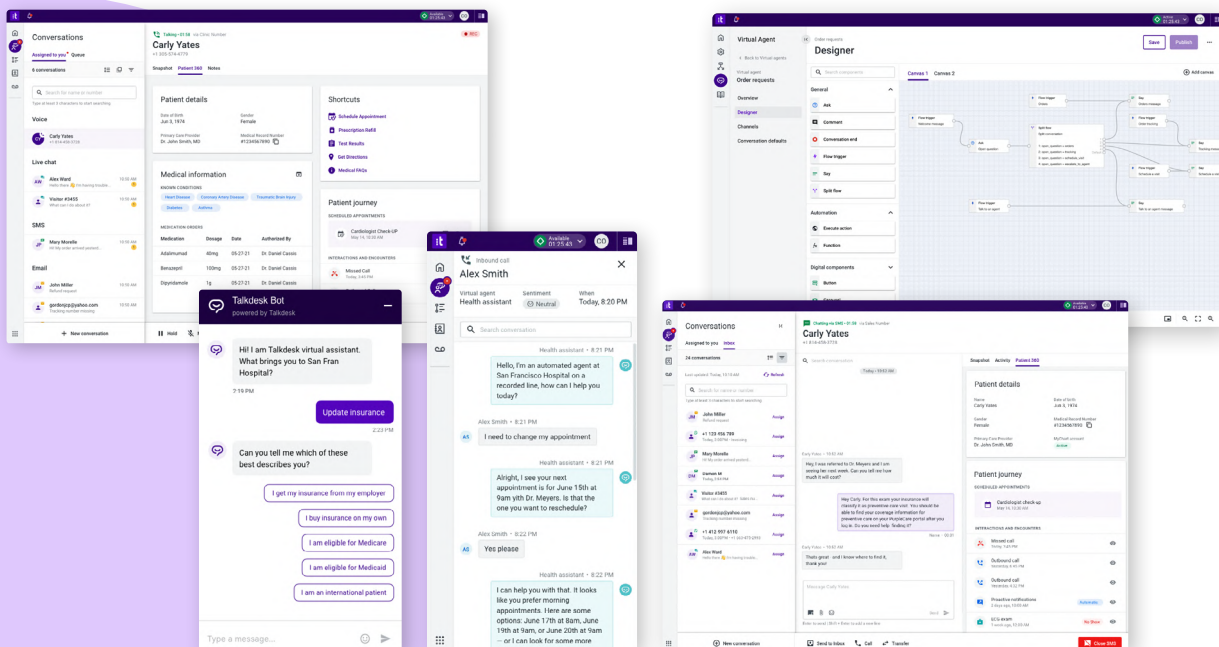
Assured security & compliance

Enterprise-grade analytics.

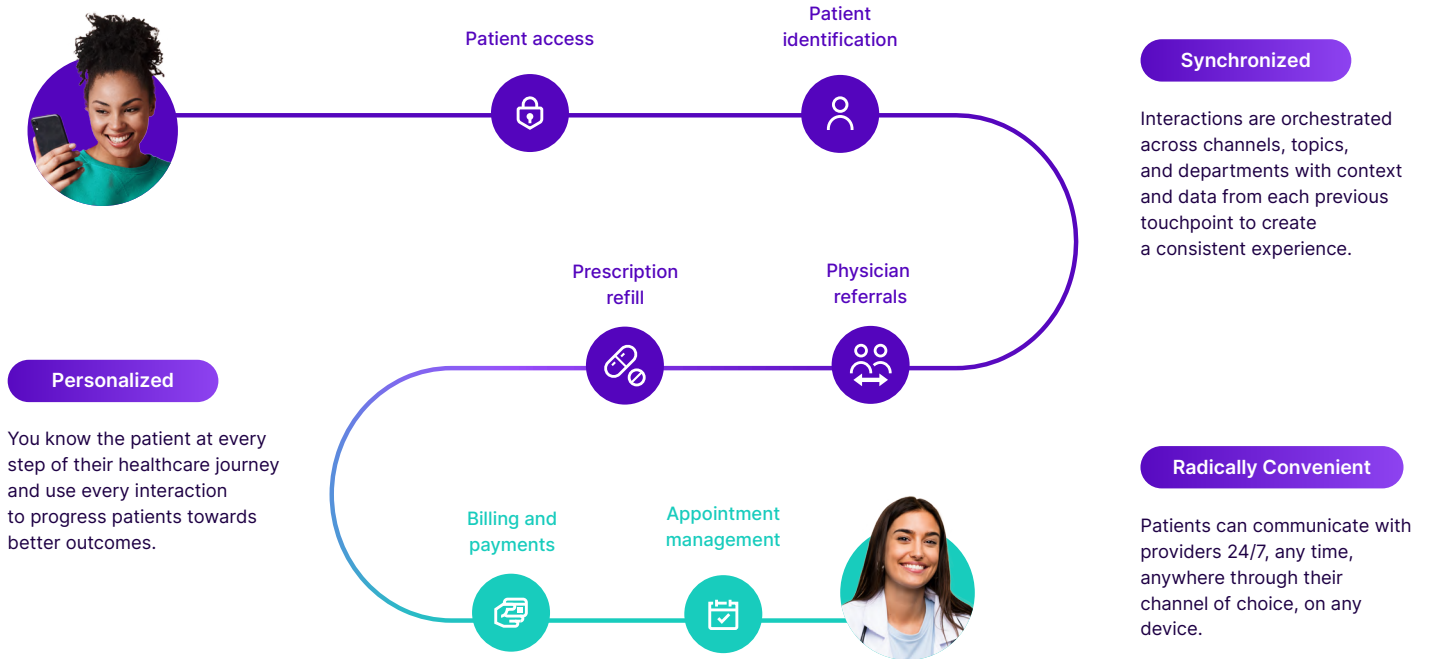
Measure and track data on patient experience and your staff's impact with contact center tools for interaction analytics and workforce management.



Data insights lead to better outcomes



Imagine if every patient interaction is:



“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. Congratulations to the Talkdesk team on being our choice for the ‘Best Patient Relationship Management Solution”

— JAMES JOHNSON, MANAGING DIRECTOR, [MEDTECH BREAKTHROUGH](#)

About Talkdesk

Talkdesk® is a global cloud contact center leader for customer-obsessed companies. Our automation-first customer experience solutions optimize our customers’ most critical customer service processes. Our speed of innovation, vertical expertise, and global footprint reflect our commitment to ensuring that businesses can deliver better experiences across any industry and through any channel, resulting in higher customer satisfaction and accelerated business outcomes.

talkdesk®

Experience. A better way.

[Talkdesk Healthcare Experience Cloud™](#)

