



## World's leading healthcare innovation company enhances user experience using the Kore.ai Bots Platform

*There has been a significant reduction in operational cost and time to market.*

### The Company

The company is a leading and innovative healthcare provider, powering modern healthcare services across 150 countries. They have revolutionized healthcare for more than 100,00 physicians, medical practitioners, and other healthcare facilities including 125 million individual customers. The company holds the reputation of building the world's largest healthcare database with vast expertise in improving healthcare delivery, quality, and efficiency.

The company provides services in the area of Data and analytics, Healthcare delivery, Healthcare operations, Pharmacy care services, Population health management, and Advisory services.

### The Need

The healthcare company was facing multiple challenges in addressing queries made by customers and the agents. The company was looking for a bots platform that could build the bot which can provide solutions to address issues like:

- Improve agent productivity by assisting them to procure data from multiple discrete systems and reduce wastage of time.
- Automate agent management to enable them to get round the clock feedback about their sales order in real time.
- Enhance customer experience and resolve customer queries in real time.
- Ensure easy access to a single web page in their third-party systems.

## The Kore.ai edge

The customer who is a global healthcare provider has been working with Kore.ai from its initial stage to automate the agent query resolving process. They were one of the early users of our bots platform and have used multiple versions of it. As per the integration, they have utilized the platform to the optimum level. Having gained full experience of using the bots platform, the major reason to choose Kore.ai is its easy implementation procedure, user-friendly interface, and complex system integration.

## The Solution

- In the first phase, the client built two agent bots using the Kore.ai bots platform. The Behavioral Health (BH) bot was built to address queries related to behavioral health, while the Benefits and Eligibility (BNE) bot was built to address the queries related to medical benefits and insurance eligibilities. The bots were custom made to instantly resolve issues and help agents serve the customers better and faster.
- Even with the adoption of the two bots, fetching real-time data from different backend systems was difficult for the company. It took a lot of time to get information and process them and cater to a large pool of customers at a time.
- With enhanced support from the product team at Kore.ai and the need to make it more user-friendly, BNE and BH Bot were merged into one single bot. This bot called AIDA, acted as a one-stop shop for all kinds of queries that need to be addressed by the agents.

- This single unified bot had the capability of fetching data in real-time from multiple backend systems and deliver the services to the agents. The bot simplified the work to a large extent for the agents. It helped save time, reduce errors, and make the agent service more efficient.

## The Benefits

- With agents now being able to efficiently fetch information through the unified bot, the average call handling time has reduced by 37%.
- With seamless transition across both EDI and IBAAG systems, the first call resolution rate has also improved by 14%.
- The organization also witnessed improvement in sales and better productivity post bots deployment.



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