

Getting To “KNOW” CHATBOTS

With a staggering

1.5 billion

people using chatbots

Easy to implement and nearly no user adoption, these widgets have proven their effectiveness and value time and time again through impressive data. **87%** of companies decided to incorporate chatbots to engage their customers in real-time.

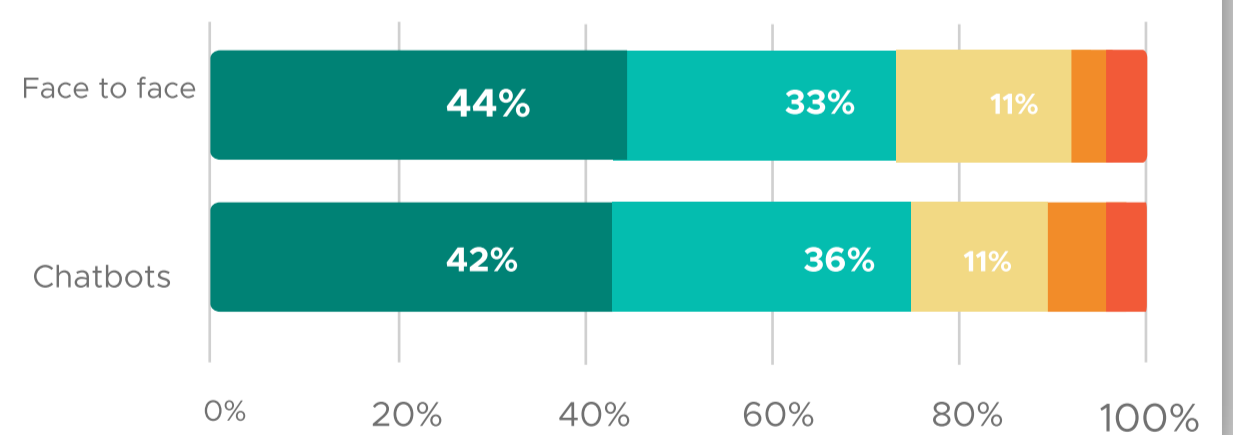
Chatbots don't just answer questions that patients have, they can, when integrated with patient data, customize each patient's experience.

Data reports show that people expect a response from businesses within

10 minutes or less



Here's the breakdown



- Immediately, within 5 sec
- Within 5 minutes or less
- Within 1 hour
- Within 4 hours
- Within 24 hours



AI-Driven chatbots allow you to be there when you can't be by providing **instant responses 24/7**. Custom forms allow you to control the structure and flow of the conversations for any use case.

Instant and Reliable Customer Service

83% of consumers prefer chatbots over humans for customer support issues.

Long hold times can completely ruin a patient's overall experience. Retire the call-queue and leverage the efficiency of chatbots. Starting a conversation with chatbots leads to **69%** of total chats being resolved, leading to more informed patients and faster responses.

Of total website visitors, **76%** never complete a form. By using Natural language processing (NLP), chatbots are able to engage in an actual conversation. Patient engagement platforms can have a dramatic effect on patient outreach, one facility saw a **60%** reduction in missed appointments.

Time is Money

Why are companies so eager to invest in chatbots? Probably because they'll save **2.5 billion** customer service hours by utilizing chatbots instead of human resources.

Not only are chatbots solving more cases in a shorter amount of time, they have saved companies, like Progressive, upwards of **\$5 million** in just one year. On average, physicians lose \$210 per missed appointment, implementing chatbots turns this around by **60%**.

Customizing chatbots to perform triaging tasks such as "symptom checks" allows your team to prioritize higher risk patients while still providing low risk patients with the answers they need.

Percentage of No-show Rates

without patient engagement

34%

-60%

with patient engagement

32% of patients report the urgency of their condition being reduced after being triaged by a live-chatbot.

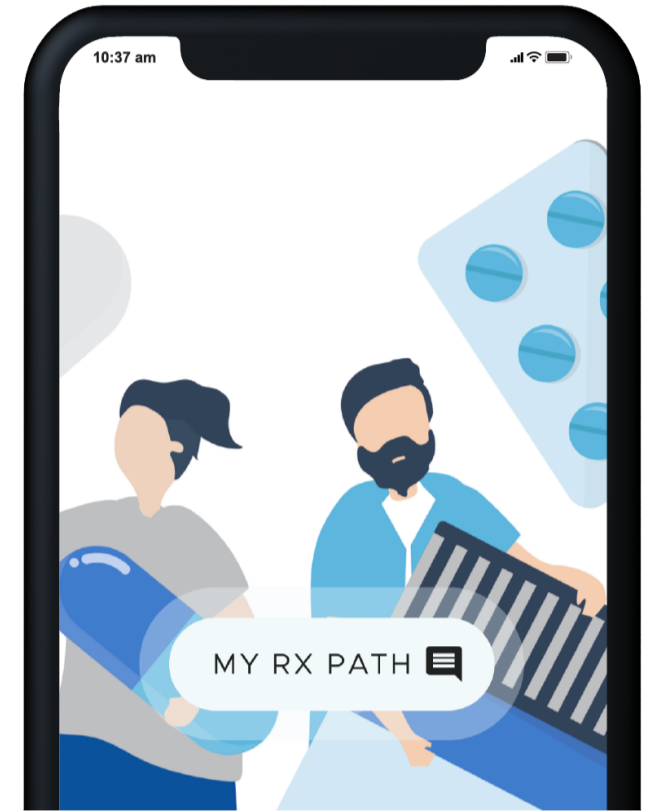
When connected directly to an agent **64%** of those agents were able to utilize the call to solve complex problems and issues compared to **50%** of customer service agents without triaging by an AI chatbot.

Adoption Made Easy.

81%

of the U.S. population own and use a smartphone.

Scanning a QR code is as simple as opening up the device camera and taking a photo. **91%** of iPhone users have access to scanning QR codes through their device's native camera. By 2022, the number of QR codes scanned by mobile devices is expected to jump to **5.3 billion**.



QR Code NFC Tag

3rd Party App Needed



Least Expensive



Easy to Redirect



Multiple Use Cases



Range of Scanning

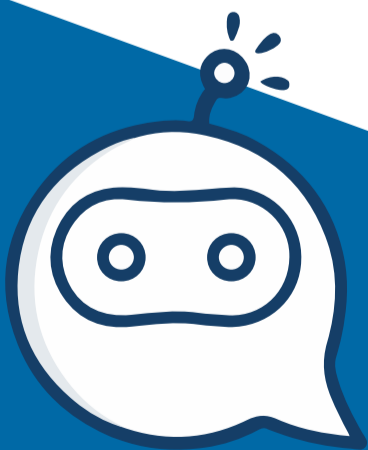


Familiarity



QR Codes vs. NFC Tags

The main difference between a QR code and NFC tag is how the desired action is completed. QR codes are scanned and NFC tags require a “tap” from the device to complete the action. This is where NFC tags fall short of QR codes by requiring the physical tap as where QR codes can be scanned from a further range of distance.



Fewer than **20%** of patients utilize a provider portal or download an app, which is drastically lower than the **97%** that text.

Everyone Uses Chatbots.

In an age where instant gratification is at the forefront of almost everything we do, chatbots are helping companies respond to the growing demand.

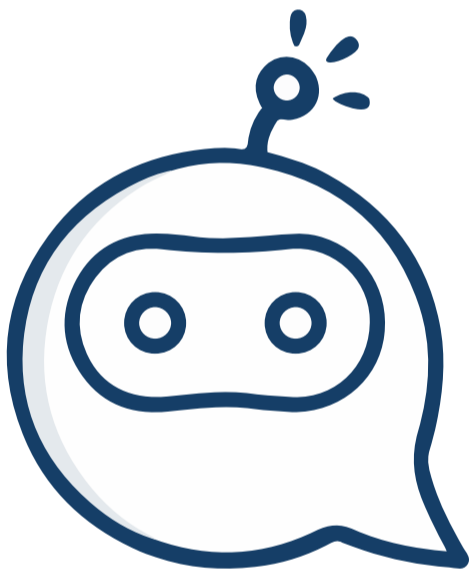


3 out of 5

millennials use chatbots

70% of them report positive experiences. This isn't the only age group reaping the rewards, **61%** of those who benefit the most from the quick response interactions are baby boomers.

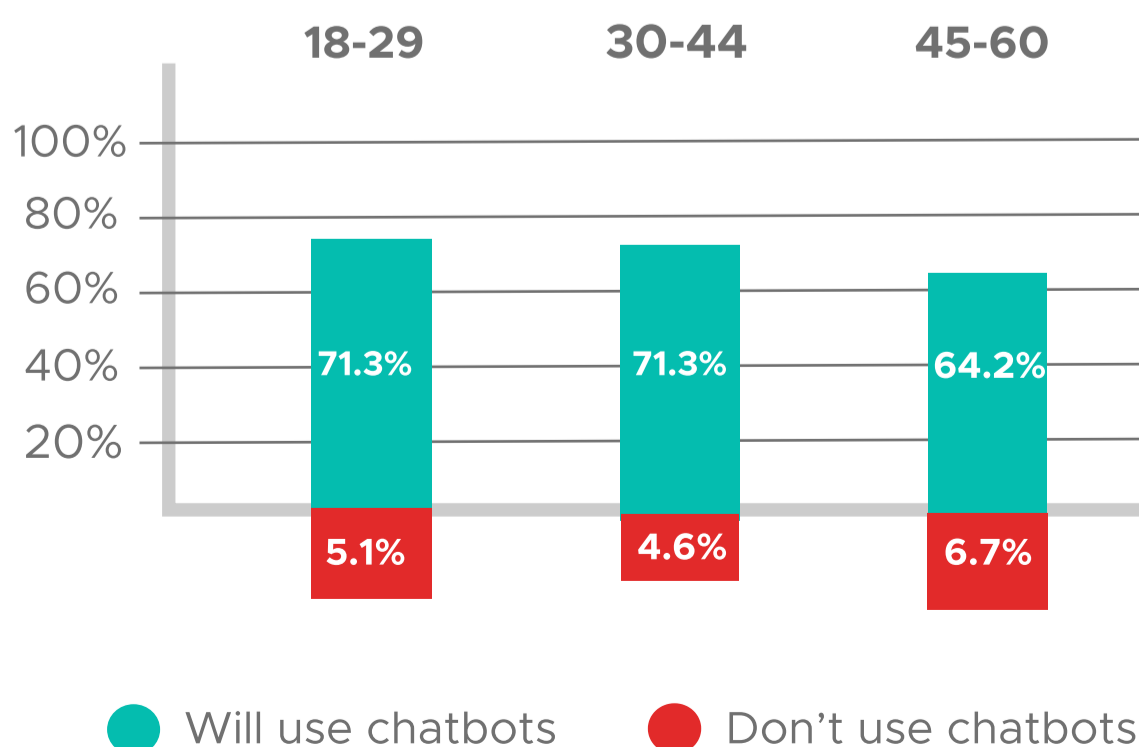
Why Do Patients Love Bots?



- 24/7 access
- Real-time conversation
- Personalized experience
- No app or portal required for access
- Simple questions answered quickly
- Issues addressed instantly

Try it out for yourself!

Numbers Don't Lie.



Scan Me!

Citations

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