

3

Reasons you need interactive speech technology in your hospital contact center

Without adding staff, you can increase efficiency, improve provider and patient satisfaction, and provide cost savings to your organization. Take a look at the top 3 ways interactive speech recognition technology can benefit your contact center.

1

A large volume of callers reach out to and rely on the contact center every day.

Patients, caregivers, and loved ones need help with a variety of requests and expect a fast and positive response.

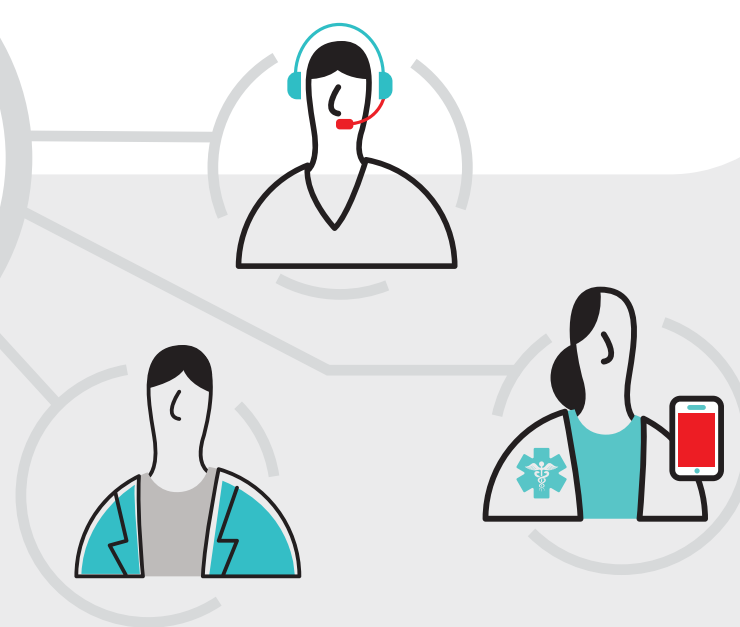
Callers might experience long wait times while operators are routing other calls throughout the organization.



Fast, accurate directory assistance

Instead of sitting on hold, callers are prompted to name the person, department, or other information they need. The system "listens" to the response, locates the information, and connects the call without the need of an operator.

Interactive speech technology automates directory assistance, helping callers transfer to their expected destination faster, improving customer experience and satisfaction.

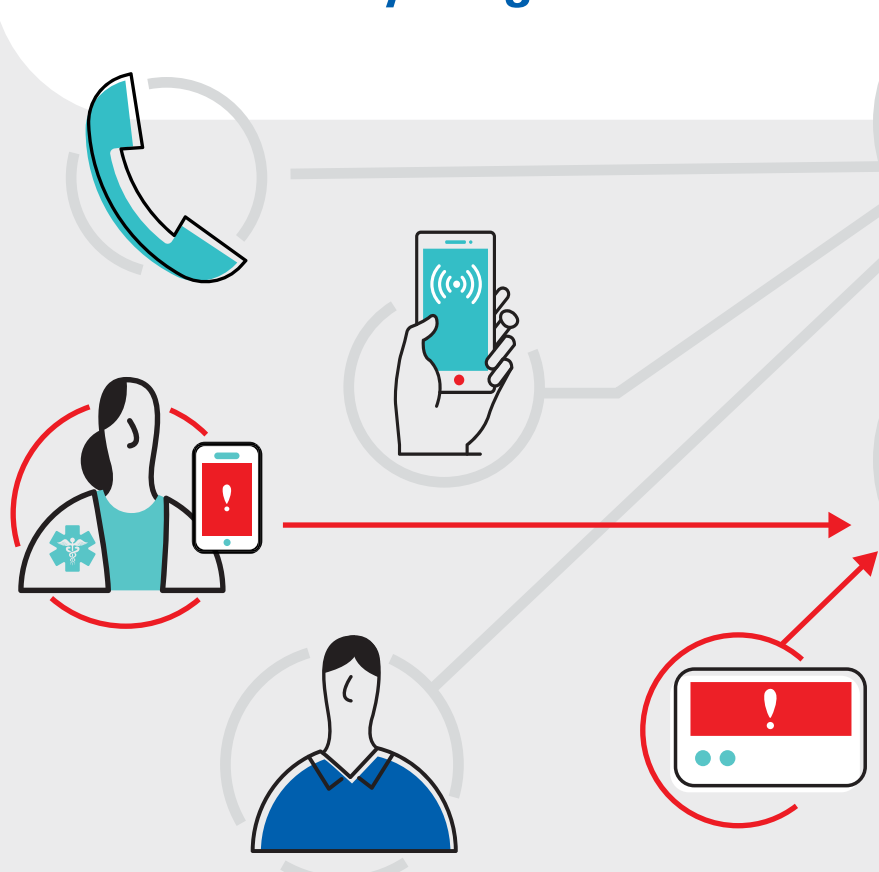


2

In one moment, all of these calls may come into a contact center:

- A care team activating a code call
- A patient's loved one calling to see if the patient has been transferred from the ICU to a room
- A spouse calling to see what room their wife and newborn are in
- A patient needing to schedule an appointment

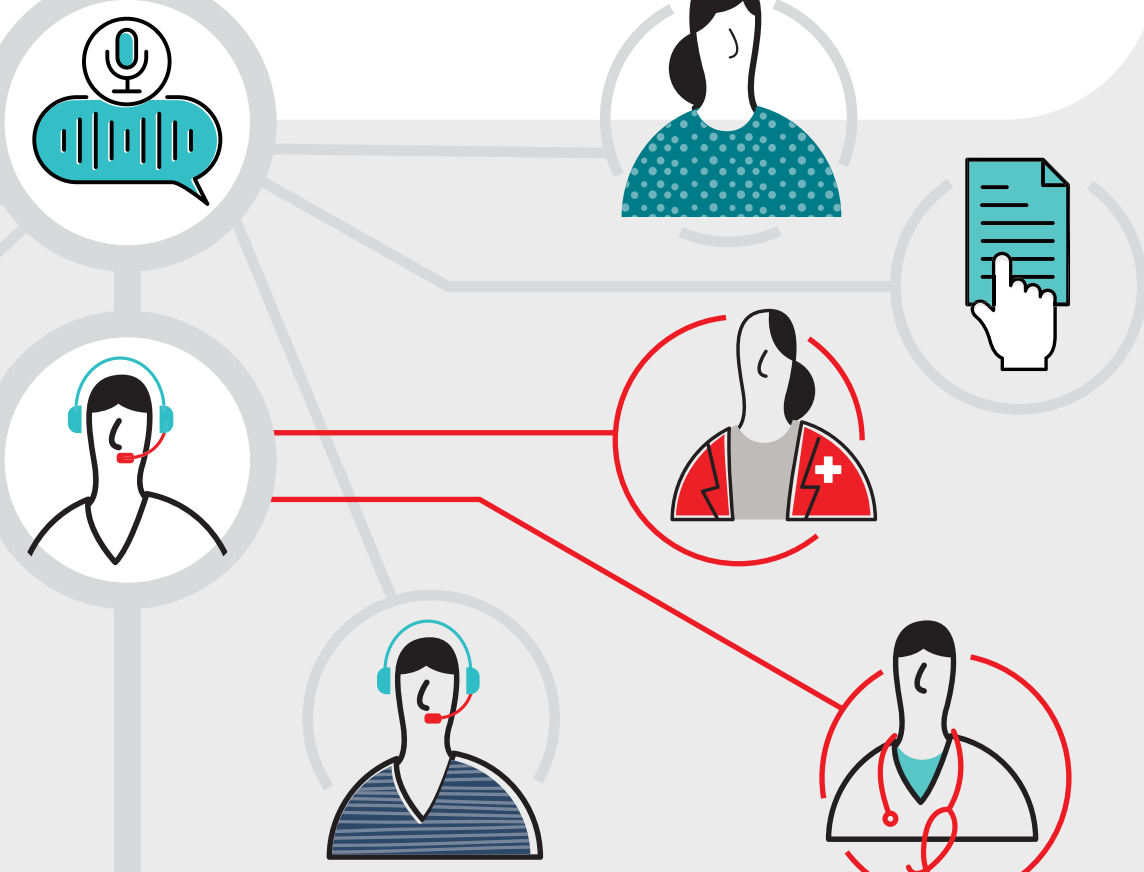
How do contact center operators handle everything at once?



Reduce overwhelming call volume for operators

During times of high call volumes, short-staffing, or emergencies, interactive speech technology handles the increased volume of calls, allowing operators to prioritize the most important calls.

Reduce the need for operator intervention for simple requests and free up operators' time to handle more complex or higher-priority requests.



3

Dangerous weather, road construction, and building closures affect patients and staff, and the situations often change rapidly.

You need to keep internal and external callers to your hospital contact center aware of emerging situations in real time.



Manage emergency situations effectively

System administrators can create ad-hoc greetings for temporary or emergency situations. Callers are provided with the most up-to-date information and are directed to the appropriate resources, managing the effects of situations fluidly and as they arise.



Learn more ways interactive speech recognition technology can benefit your hospital contact center

[Read more](#)