

Co-pilot for Customer Experience

Client Background: The client is a busy hospital facing challenges in efficiently managing appointments, evaluating agent performance, and handling emergency calls. Manual processes led to delays, errors, and inefficiencies, impacting patient care and operational effectiveness.

Business Problem: The hospital encountered several challenges:

1. Appointment Management: Difficulty in analyzing and segregating appointments across departments, leading to scheduling conflicts and delays.
2. Agent Performance Evaluation: Manual evaluation of call center agents' performance was time-consuming and lacked comprehensive insights.
3. Emergency Call Handling: Inefficient handling of emergency calls resulted in delays and suboptimal responses, impacting patient outcomes.

Solution Provided by Shyena Tech Yarns

We provided an innovative solution using Generative AI technology:

1. Appointment Analysis: Developed a custom AI-powered platform to analyze and segregate appointments based on department and urgency.
2. Agent Performance Evaluation: Implemented AI algorithms to analyze call center interactions, evaluate agent performance, and provide actionable insights.

Implementation Process :

1. Data Integration: Integrated appointment data, call center interactions, and emergency call logs into the AI platform.
2. Algorithm Development: Developed and trained Generative AI algorithms for appointment analysis, agent performance evaluation, and emergency call prioritization.
3. Testing and Optimization: Conducted extensive testing and optimization to ensure accuracy, reliability, and efficiency of the AI-powered solution.

Results and Impact:

1. **Optimized Appointment Management:** Generative AI algorithms accurately analyze and segregate appointments, leading to optimized scheduling and reduced conflicts.
2. **Enhanced Agent Performance:** AI-powered evaluation provides comprehensive insights into agent performance, enabling targeted training and improvement strategies.
3. **Operational Efficiency:** Automation of appointment analysis, agent evaluation, and emergency call handling saves time and resources, improving overall operational efficiency.
4. **Patient Satisfaction:** Streamlined processes, prompt responses, and efficient scheduling contribute to improved patient satisfaction and quality of care.

Conclusion:

Through the implementation of Generative AI technology, we have helped the hospital overcome operational challenges, improve efficiency, and enhance patient care. The AI-powered solution has transformed appointment management and agent performance evaluation, leading to tangible benefits and positive outcomes for the hospital.