GRAPH LOGIC

CONVERSATIONAL AI FOR BUSINESS

AI Chatbots and Voice Bots for the Round–the–Clock Customer Support in Healthcare

When customer care AI bots can help

– High call volume outside business hours   – Long waiting time   – Growing contact center costs

– Low customer engagement and retention   – Low customer NPS

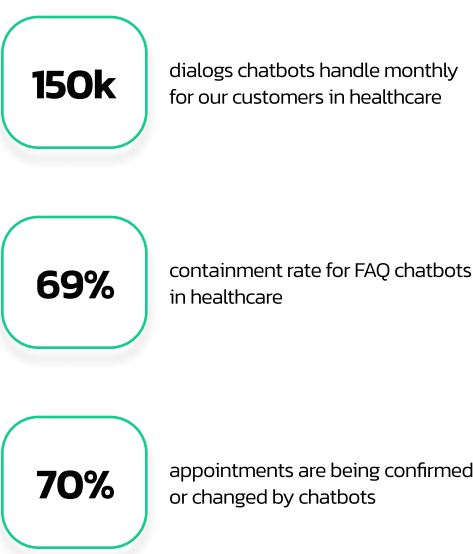## Graphlogic Conversational AI for Healthcare – in names and numbers

Those who trust us

EMC GROUP OF COMPANIES EUROPEAN MEDICAL CENTER · sogaz · INVITRO · SCANDINAVIA ava-peter clinic of attentive medicine · HONOR · GCAM GENERAL COMMISSION FOR AUDIOVISUAL MEDIA · ЧОКБ · PHILIPS · Raiffeisen BANK · KFC · Whirlpool CORPORATION

Our trusting partners

ÜNITH · ELEMENT PAYMENTS · GMS · ROX·CHAT · Teleperformance each interaction matters · JIVO · edna · 360 DIALOG

Results of our customers in Healthcare

150k dialogs chatbots handle monthly for our customers in healthcare

69% containment rate for FAQ chatbots in healthcare

70% appointments are being confirmed or changed by chatbots

Use Cases for Conversational AI in Healthcare

Inbound Requests

- Managing frequently asked questions
- Website & mobile app navigation
- Finding doctors and clinics
- About clinics: directions, contacts, operating hours
- Patient registration
- Symptom checking for appointments
- Prescription Drug Information
- Access to test results
- Post consultation summary
- Billing and payments

Bots can be integrated with EHR / HIS / EMR, Medical LLMs, ChatGPT, and other Generative AI models.

Outbound Campaigns

Newsletters
- Upcoming webinars / podcasts
- New healthcare facilities
- Changes in operating hours
- Media mentions and other news
- Promotions and special offers

Service notifications
- Confirming / changing / cancelling appointments
- Waitlisting
- Reminders to take medication
- Notifications for loyalty rewards
- NPS and CSI surveys
- CSI surveys to rate a bot

Content marketing newsletters
- Educational videos, articles, posts
- About services
- About facilities and doctors
- Competitive advantages
- Invitations to research surveys

58% healthcare providers say patients require real–time high–quality support and communications – EY

$ 944M the global Healthcare Chatbots Market Size by 2023 – estimated by Precedence Research

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Benefits to get from GL Conversational AI for Healthcare

→ Reduced contact center costs

→ Higher customer engagement & retention

→ Collecting customer feedback on a regular basis

→ Zero response time

→ 24/7 Customer support

→ Faster ticket resolution

Let's keep in touch

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