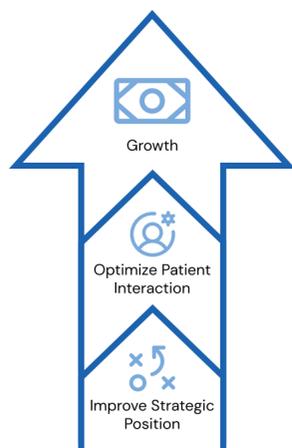
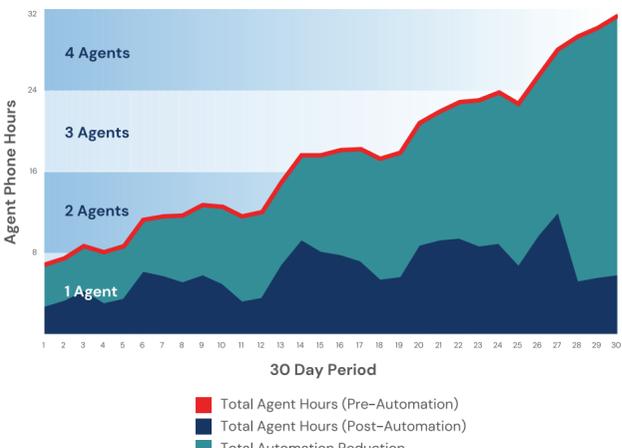


Why Your Next Contact Center Agent Should Be a Chatbot

Chatbots Can Reduce Your Need for Call Center Staff by 40% or More

By investing in the right AI digital health solutions, contact centers can generate increased savings while simultaneously optimizing every patient interaction to better leverage live agents, serve patients, and improve their position as a strategic business asset contributing to the growth goals of the organization.



With a staggering **1.5 billion** people using chatbots

Easy to implement and personalize with self serve tools. Integrate with your EHR to further streamline the experience.

Waiting incessantly on hold is the No. 1 reason for customer dissatisfaction.

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



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

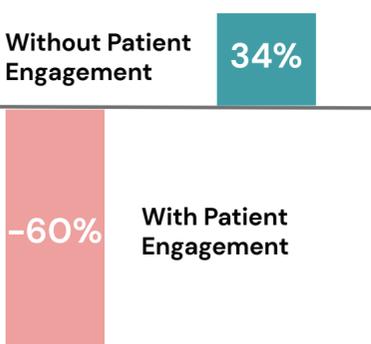
83% of consumers prefer chatbots over humans for customer support issues.

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.



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

Percentage of No-show Rates



Try it out for yourself!



Everyone Uses Chatbots

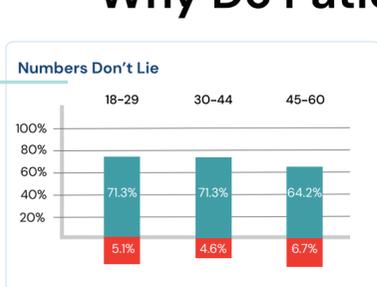
In an age where instant gratification is at the forefront of almost everything we do, chatbots are helping companies respond to the growing demand.



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

Sources

1. <https://www.replicant.ai/blog/the-replicant-2021-contact-center-survey/>
2. "Key Chatbot Statistics to Know in 2019." Salesforce Blog
3. Comm100. "21 Essential Chatbot Statistics for 2020." Accessed March 28, 2020.