

# MODERNIZING CASE INTAKE

## EFFICIENT AND EFFECTIVE AE/PQC/MI INTAKE

Medical expertise and **AI/NLP**-driven optimized **data capture** with **call flow** assistance to empower call center teams for **BETTER** and **FASTER** case intake

### MOVE TOWARD INTELLIGENT DATA CAPTURE AND CASE INTAKE

Focused interaction with visual cues to enable smoother handling of calls and reduce follow-ups

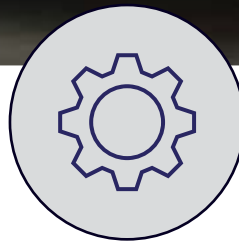
Automated and structured data capture with a significant reduction in errors and effort

Integrated and standardized workflow with improved traceability and peer review process



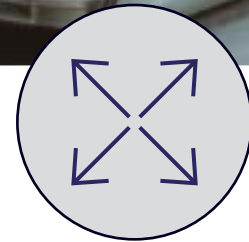
#### AUTOMATED

- ✔ State-of-the-art NLU-powered AI engine
- ✔ Optimized call flow with standard formats
- ✔ Automated call tagging and follow-up detection
- ✔ Automated multichannel voice and non-voice follow-ups
- ✔ Automated collaborative workflow



#### FLEXIBLE

- ✔ Ready to deploy, intuitive, and easy to integrate
- ✔ Cloud-based, scalable, and collaborative
- ✔ Minimal training requirements
- ✔ Custom business rules
- ✔ Multiple languages and regional accents
- ✔ Manual override and support
- ✔ KPI dashboard and reports



#### REAL-TIME

- ✔ On-call speech-to-text transcription
- ✔ Real-time structured data extraction
- ✔ Dynamic visual cues for optimal data collection
- ✔ Highlights of ambiguous information
- ✔ Analysis of caller sentiments

## AUTOMATED CASE INTAKE

**OPTIMIZED CALL FLOW**  
WITH STANDARD TEMPLATES

**LIVE RECORDING, TRANSCRIPTION,**  
STRUCTURED DATA EXTRACTION

**RULE-BASED VISUAL CUES**  
AND MISSING DATA TRACKER

**AUTOMATED**  
MULTICHANNEL FOLLOW-UPS

**COLLABORATIVE WORKFLOW**  
FOR PEER REVIEW

**Intelligent** call flow assistance with **automated data capture** and **review processes** to enable a **quicker**, more **accurate**, and **noise-free** case intake

## OUTCOMES DELIVERED

~40%

Reduction in  
call time

~35%

Reduction in  
processing time

>20%

Reduction in  
follow-up calls

>60%

Reduction in peer  
review efforts

**Smoother call flow, better caller experience**  
with no agent multitasking, and shorter calls

**Higher accuracy and relevancy**  
and improved data point capture