NICE

PATIENT EXPERIENCE SOLUTIONS FOR HEALTHCARE PROVIDERS AND PAYERS
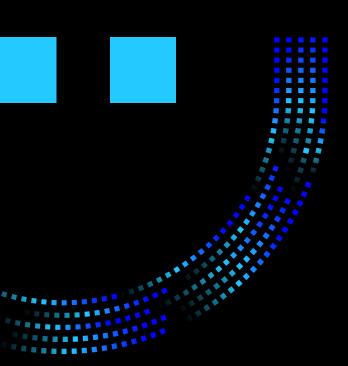
Make experiences *flow*

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.
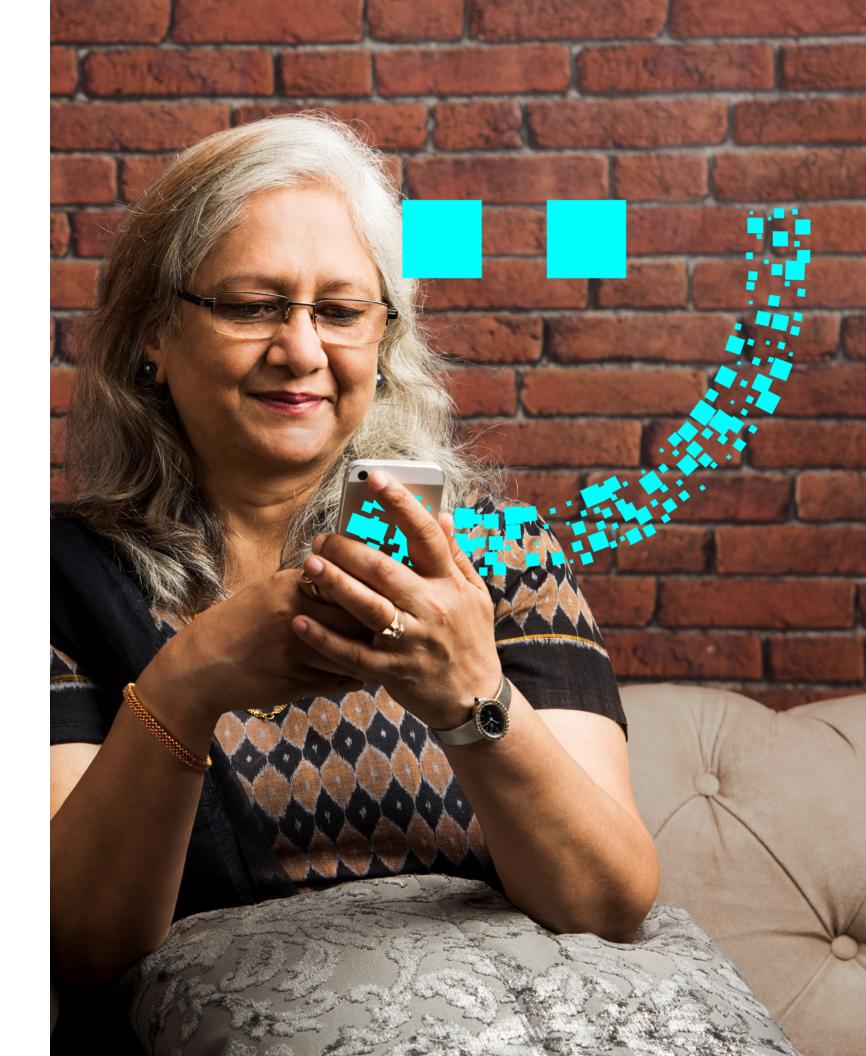
www.nice.com

HEAL THE FRACTURED PATIENT EXPERIENCE

Better patient experience leads to better patient outcomes, but today's patient experience is fractured—from difficulty scheduling (and keeping) appointments to providing the same information repeatedly to getting lost in the transfer between departments. Providers and payers expend costly time and resources responding to queries from multiple directions and guiding patients through disparate systems and processes, resulting in frustration and lost productivity.

For healthcare providers and payers, NICE CXone offers patient experience solutions to ensure every self-service, voice, and digital interaction with your organization is secure, consistent, efficient, and improves patient satisfaction.

STREAMLINE PATIENT ACCESS AND ENGAGEMENT

Through integration with your electronic health record (EHR) system or other system of record, NICE CXone improves the patient experience by connecting data from all self-service, digital channel, and voice interactions along the care journey, giving you not only a more complete picture of patient behavior, sentiment, and perception, but also insights on what improvements can be made.

With NICE CXone, providers can advance their digital front door strategy by connecting consumer, patient, and provider experiences across the care journey.

Payers can identify efficiency opportunities, control costs, and reduce customer effort with visibility into customer interaction analytics.

Only NICE CXone delivers intelligent self-service and human interactions infused with purpose-built AI for stronger patient relationships and better care outcomes.

IMPROVE THE CARE JOURNEY
ONE INTERACTION AT A TIME

SpinSci
ACQUEON

CONNECT EHR AND PATIENT INTERACTIONS
Integrate your electronic health record (EHR) system or other system of record seamlessly. Interoperable with Epic, Cerner, Athenahealth, Allscripts, Meditech, NextGen, and more.

MAINTAIN SECURITY AND COMPLIANCE
Deliver secure, HIPAA- and policy-compliant voice and digital interactions.

BOOST PATIENT ACCESS
Automate workflows for scheduling, billing, referrals, nurse triage, pharmacy, registration, and more.

DIGITIZE PATIENT INTERACTIONS
Integrate patient-provider and patient-payer interaction features seamlessly on digital and mobile platforms.

IMPROVE PATIENT CARE
Gain visibility to patient experience outside of the traditional care setting and post-care surveys.

EMPOWER STAFF
Enable AI-powered, real-time guidance for more meaningful conversations and support.

UNIFY VOICE AND DIGITAL CHANNELS
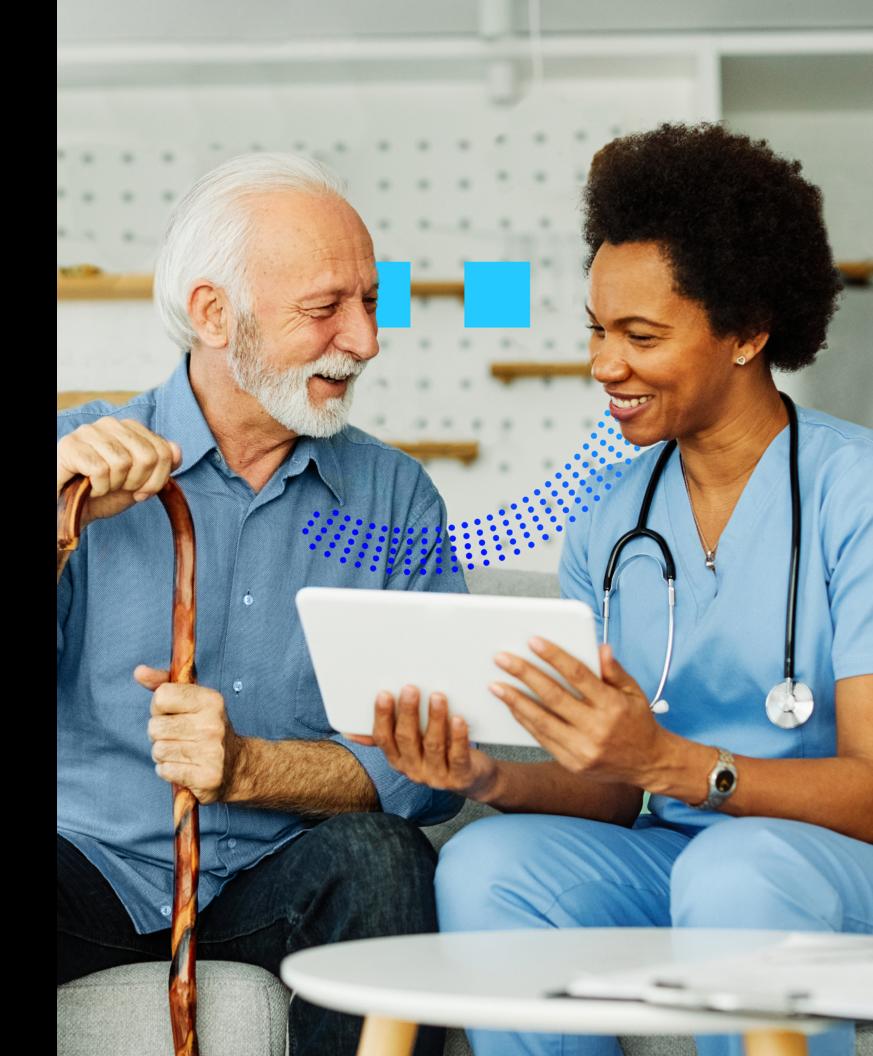Manage all contact center and digital interactions from one cloud-native platform.

THE NICE DIFFERENCE
FOR HEALTHCARE PROVIDERS AND PAYERS

Engage

Connect like never before. Our easy-to-use application suite provides a smarter, more meaningful experience for both employees and the consumers and patients they serve. Connect interactions across the care journey and use actionable data insights to standardize the quality and consistency of every interaction.

- **Support interactions** via the digital and voice channels your patients prefer.

- **Deflect call volume** by offering effective self-service options via search-engine optimized content, intelligent virtual agents (IVAs), and more.

- **Match agents and consumers or patients** for best outcomes with real-time AI routing based on interaction intent as well as agent skills and personality.

- **Deliver core CX services** across your enterprise from one flexible, scalable, and secure open cloud platform

- **Evolve CX services** with open API integrations, and a partner ecosystem of more than 260 global partners.

Empower

Give consumers, patients, and staff easy access to fast, self-service answers through the interaction channels they prefer.

- **Ensure staff are prepared** to provide personalized and empathetic interactions. Guide them to next best answer, next best behavior and next best action.

- **Unlock employee potential** with personalized training, real-time interaction guidance, data-driven coaching, and self-service mobile scheduling.

- **Guide customers to find answers quickly** at the start of their search on the open web and then to guided conversations on your website.

- **Orchestrate personalized patient and customer journeys** across voice and 30+ digital channels, like SMS, chat, Facebook, or WhatsApp.

- **Anticipate and address patient needs** with AI and data-driven self-service and proactive outreach.

- **Enable continuous improvement** for frustration-free self-service with journey analytics.

- **Streamline feedback**, make performance stats visible and transparent, and gamification features to motivate agents.

- **Manage CX interactions and applications** on one open cloud-native platform that includes AI-driven self-service, channels for digital and voice, knowledge management, omnichannel routing, workforce engagement, and quality management.

- **Streamline** EHR, CRM, UCaaS, and other integrations with open platform and extensive APIs.

- **Rely on 99.99% guaranteed reliability** on a secure open cloud foundation.

Improve

Grow and operate with confidence while enjoying greater scalability, reliability, and security. All on a single platform.

- **Accelerate innovation**, empower agents, and simplify administration with a single, modern cloud native architecture.

- **Enjoy world-class cloud operations** featuring automatic upgrades, 99.99% guaranteed availability, and no downtime for maintenance.

- **Work confidently** with the highest levels of certified security at every layer: PCI Level 1, GDPR, HIPAA, and FedRAMP authorization.

- **Thrive with an open and extensible development platform** featuring hundreds of modern RESTful APIs and 130+ development partners.

- **Measure patient experience and sentiment** across touchpoints to ensure the entire experience is optimized and effortless.

- **Identify the next best self-service opportunities** by understanding top intents, automation gaps, and potential for cost savings.

- **Analyze every interaction** to understand operational trends and uncover what drives care outcomes to operationalize insights and continually improve performance.

- **Open cloud platform,** API integrations and a diverse global partner ecosystem.

- **One CX platform to manage all consumer, patient, and employee interactions** with native BI and reporting, analytics.

Innovate

Get AI-powered actionable insights to predict needs, delight customers, and engage employees like never before.

- **Enhance everyone's experience**—from patient to consumers and patients—with the only AI purpose-built for patient and customer experience embedded in the platform

- **Build optimized patient experiences** that adapt as provider services and consumer preferences evolve.

- **Take immediate action** on AI-powered insights using consolidated, real-time interaction analytics and operational reporting

- **Eliminate repetitive work** with AI-powered automation for self-service, after contact work, and intra-day operational adjustments

- **Use AI** purpose-built for CX to analyze your historical patient interactions data, identify new services that will have the greatest impact, and then build the right self-service and agent-assisted journeys.

- **With an open cloud platform, our pre-built integrations allow you to easily extend CXone with additional capabilities**, like our unmatched CRM & UC integrations or >130 pre-integrated partner apps available on our e-commerce marketplace. Our open 300+ APIs allow you to easily integrate CXone with any custom app or give you the flexibility to build customized experiences unique to your brand.