

INDUSTRY | HEALTHCARE

Healthcare company



This company is a multi-specialty physician group that offers vascular and venous care, primary care, regenerative care, and aesthetics.

Challenge

The client's internal teams, especially the Revenue Cycle Management team, face challenges in quickly accessing crucial information from their extensive knowledge base. Additionally, patients and visitors to their website often require answers to a wide range of healthcare-related questions. The challenge lies in providing both internal teams and external users with easy, efficient access to the right information, reducing response times, and improving overall productivity.

- Internal teams, particularly Revenue Cycle Management, need faster access to critical knowledge base information.
- External patients and visitors struggle to find healthcare-related answers on the website.
- Difficulty in ensuring timely, accurate responses for both internal and external users.
- The need for a solution that improves efficiency and simplifies information retrieval across multiple platforms.

Solution

To enhance information retrieval and support, we implemented the following solutions:

- **AI-Powered Knowledge Search Agents** – Developed multiple agents that optimize information retrieval for both internal teams and website visitors.
- **Website Self-Service Agent** – The external agent provides self-service support to visitors by answering questions based on their comprehensive knowledge base.
- **Custom Internal Agent Actions** – Built custom actions for staff to quickly query lab report data and assess patient information, such as determining hemoglobin levels.
- **Improved Efficiency** – Reduces time spent searching for information, allowing teams to focus more on critical tasks.
- **Enhanced Decision-Making** – Streamlines access to key data, supporting better patient care and more efficient revenue cycle management.
- **Better Support for Internal Teams** – Revenue Cycle Management teams benefit from quicker access to vital data, improving their workflow and responsiveness.

PRODUCTS USED



Agentforce



Service Cloud

Outcome

By the end of the project, our client could:

- **Improve Information Access** – Internal teams and website visitors can quickly access critical healthcare information through AI-powered search agents, reducing delays.
- **Enhance Decision-Making** – Staff can easily query lab reports and other relevant data to make informed, timely decisions regarding patient care and revenue cycle management.
- **Increase Efficiency** – By reducing time spent on manual searches, internal teams can focus more on high-priority tasks, improving overall operational productivity.
- **Offer Better Self-Service Support** – Website visitors and patients can get instant answers to healthcare-related questions, reducing the need for human intervention.
- **Boost Patient and Staff Satisfaction** – With faster information retrieval, both staff and patients experience smoother interactions, leading to improved satisfaction and outcomes.

