



CASE STUDY

**Transforming Healthcare Operations with
AI-Powered Voice Automation**

Challenge

Niagara Health relied on a manual dispatcher-based process for employee absence reporting, creating administrative overhead and limiting scalability. The organization sought an innovative solution that would improve efficiency, streamline reporting workflows, and establish a foundation for future AI initiatives.



Solution

Red X Carbon designed and implemented an AI-powered Voice Agent for Absence Reporting, leveraging Azure AI technologies to automate the sick leave reporting process. Employees can report absences through a natural voice conversation, while the system captures information, generates transcripts, classifies absence types, and seamlessly integrates with existing workflow systems. Human escalation remains available when additional assistance or validation is required.

Key Capabilities

- AI-driven voice conversations for absence reporting
- Automated workflow integration with existing NHS processes
- Secure transcript generation and storage
- Intelligent routing to human staff when needed
- Azure-based deployment aligned with NHS security requirements
- Foundation for future AI-powered healthcare workflows

RESULTS



Reduced manual administrative effort associated with employee absence reporting.



Improved reporting consistency and operational efficiency.



Enhanced employee experience through self-service voice interaction.



Established a scalable AI platform for future healthcare automation initiatives.

Why It Matters

This project demonstrates how healthcare organizations can leverage AI to modernize operational processes while maintaining security, reliability, and a human-centered experience. By replacing repetitive administrative tasks with intelligent automation, Niagara Health is creating a foundation for broader AI adoption across the organization.



Red **X** Carbon specializes in Microsoft Cloud, AI, cybersecurity, and managed services, helping organizations adopt emerging technologies securely while driving measurable business outcomes.

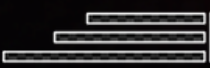
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