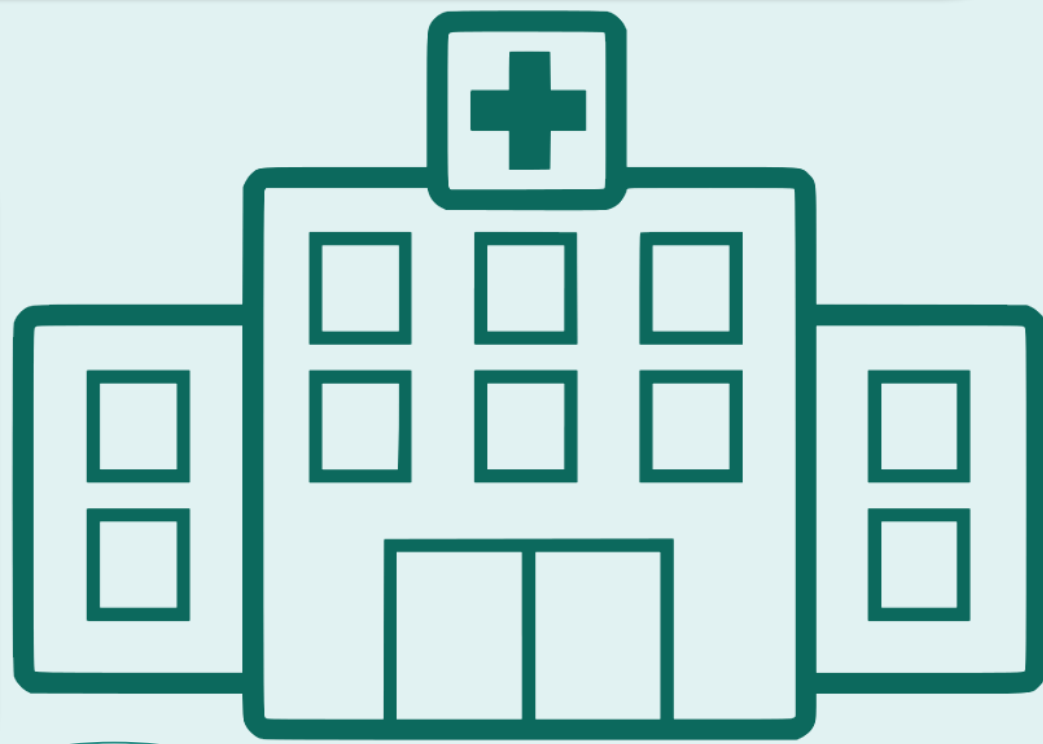


Customer Success Story

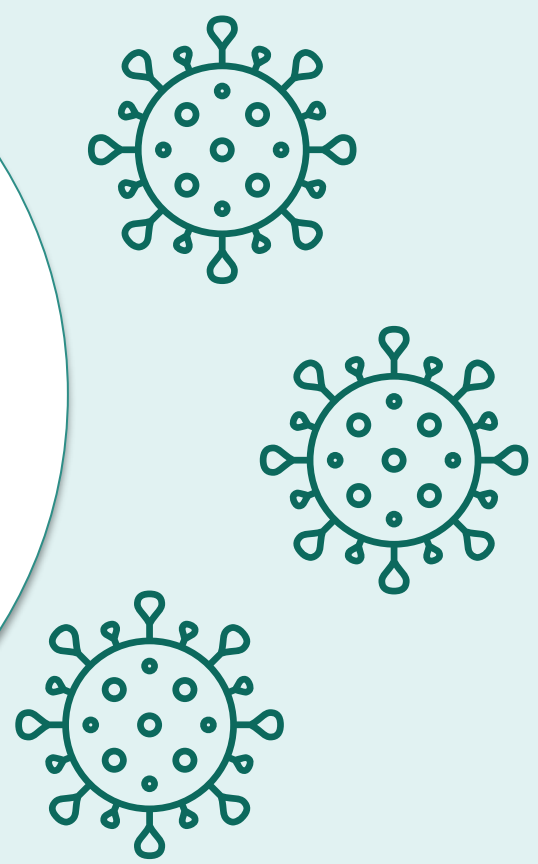
Healthcare Provider: Delivering Online Patient Support During the COVID-19 Crisis

As the COVID-19 crisis was declared a global pandemic in March 2020, this Healthcare Provider came under immense pressure to answer patient questions. With V-Person™ chatbot technology, they were able to quickly launch effective self-service solutions during a difficult time when they were overwhelmed with queries and information was changing rapidly.

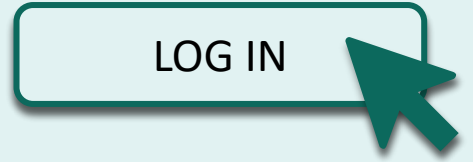
In only two weeks, the expert team at Creative Virtual built a chatbot tool for the Healthcare Provider's website designed to answer crucial COVID-19 diagnostic questions.



The chatbot was closely monitored after the initial launch, and the conversational data being collected was used to quickly improve and expand the tool.



With the chatbot successfully helping website visitors with the urgent task of identifying COVID-19 symptoms, the team expanded the tool to provide increased support for patients logged into their online portal.



The Healthcare Provider's internet Help Desk was also struggling under the strain of incoming questions. They alleviated the pressure on agents by deploying a conversational AI solution that integrated a new Help Desk virtual agent with V-Person Live Chat™.

Short development times and expert consultation enabled this Healthcare Provider to deliver better patient support during the peak of the COVID-19 pandemic.



Why Creative Virtual? As a pioneer in the chatbot and virtual agent space, Creative Virtual has played an important role in the advancement of this technology and the ways in which it can be implemented for nearly two decades. Our experienced team closely monitors trends and the evolution of customer and employee engagement in order to provide organizations with cutting-edge conversational AI solutions. Today we are an expert in the industry, ranked as a Leader in Conversational AI by ISG, named the Product Leader in AI-Enhanced Customer Self-Service by Frost & Sullivan, and winning The Queen's Awards for Enterprise: Innovation.

Learn more: www.creativevirtual.com/us
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