

SGP Healthcare Virtual Agent

As a conversation AI partner to SGP, Dataflix introduced Google Cloud and CCAI as platforms to design & build a state-of-the-art virtual agent that drives patient engagement. Dataflix plays a key role in driving virtual agent adoption and ROI.

The challenge

SGP Healthcare leverages telephony system as the primary communication channel to engage patients at various levels - new appointments, general information, billing queries, insurance questions, and more. This approach is becoming human intense, driving up operational costs. Wait times and limited hours are also impacting patient engagement.

The solution

SGP Virtual Agent is a patient engagement conversational bot built on Google Dialogflow and ConverX Messenger, designed as a primary channel to engage patients on standard needs like appointments, general enquiries and billing questions. This is a self-serve channel with faster, friendlier, and seamless experience, available 24/7 - making human-like conversation core to patient engagement.

The results

Patients are engaged 24/7 with no wait times and better experience, delivering general information in real-time. More information and automation will be driven by the chatbot without much IT investment, this is helping SGP Health Center save clinic personnel's time and effort, increasing the team's overall productivity.

Idea-to-live digital assistant in days! A complete server-less architecture with the power of Google Cloud, and seamless integration of Dialogflow agent into the primary website using ConverX Messenger accelerated time-to-market.



About SGP Pvt Ltd.

SGP is a company that developed cutting-edge medical technologies and clinical methodologies to improve the clinical efficacy by integrating best of both the worlds –modern allopathic system of medicine and the ancient Indian wisdom of Ayurveda.

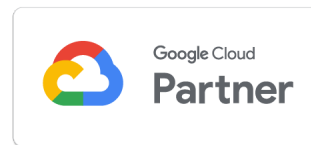
Industry: Healthcare & Life Sciences

Primary project location: United States



About Dataflix Inc.

We are a Google Cloud partner focused on Contact Center AI solutions - virtual agents, IVR/telephony integrations and agent assist solutions.



Products

Google Cloud Platform