

Nexidia Advanced Interaction Analytics for Healthcare

Interaction Intelligence drives business transformation



As the healthcare market shifts to a more consumer driven, retail-like atmosphere health insurance companies must bolster service and retain and increase members to remain competitive.

Nexidia Advanced Interaction Analytics for Healthcare does more than provide surface level information and statistics about your contact center interactions. Nexidia unlocks the value inside the massive amounts of your raw customer interaction content to help you achieve real business opportunities never before possible – all at speeds that your business demands.

CRUCIAL INTELLIGENCE INCREASES RETENTION

As part of the changing and increasingly competitive healthcare industry you know you need to reduce operational expenses and increase enrollments.

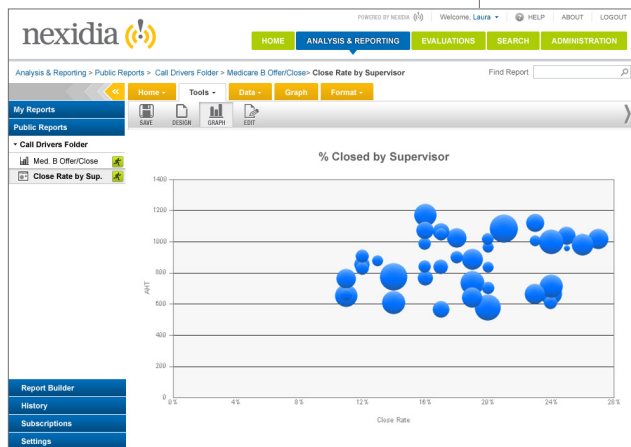
With years of experience in the healthcare industry, Nexidia understands your most challenging issues.

Let's look at how Nexidia Advanced Interaction Analytics for Healthcare offers unique solutions to address your most crucial needs:

Improving Customer Experience:

Product differentiation among plans is diminishing, so your members will likely purchase based on experience. As an insurer, you need relevant, continuous information regarding fractures in service. Nexidia gives you the ability to:

- Understand where experience improvements can be made through call classification, targeted listening and the identification of negative interactions
- View dashboards with snapshots of sentiment and customer effort metrics and trend over time
- Proactively monitor performance – eliminating the need to wait for survey results



Increasing First Call Resolution (FCR):

Poor resolution rates drive down member experience scores, increase costs, and may lead to attritions. But improving rates can be extremely challenging without the right tools. Nexidia's unique FCR solution lets you:

- Define your own rules for what constitutes a repeat call
- Understand which services, processes, customer groups and plan offerings drive repeat calls
- Identify where additional information, provided through avenues such as customer or provider portals, could deter calls

Maximizing Enrollments: Plan enrollments form the basis of your healthcare business. And generally, there's only a small window each year to acquire members. To succeed, plans must understand member concerns, competitive challenges, and their agents' performance. Nexidia enables:

- Active monitoring of agent effectiveness for objection handling and closing
- Identifying specific areas of customer confusion with respect to plan options and coverage boundaries
- Tracking positive outcomes to quickly identify best practices for replication across centers

YOUR BUSINESS HEALTH IS OUR BUSINESS

Nexidia Advanced Interaction Analytics for Healthcare is an in-depth strategic solution, aligned to the needs and issues of health insurers – all supported by our healthcare-experienced business services teams. Our solution and services quantify the specific issues impacting your industry, and provide root-cause analysis to determine the best actions to take to bring about real transformation.

MORE THAN JUST DATA AND STATISTICS

Nexidia lets you integrate the rich repository of your raw contact data – from any source – into a single analytical solution. Combined with member data, this becomes the critical intelligence you need to drive business transformation. Nexidia delivers the robust business analytic capabilities you need to support the monitoring, reporting of every user across your organization – to achieve continuous transformation:

- Scorecards and Dashboards
- Enterprise Reporting
- Customizable Online Data Analysis
- Alerts and Proactive Notification
- Advanced Predictive and Statistical Analysis

Because a report is only as good as its ability to be easily read and understood, Nexidia Advanced Interaction Analytics maximizes the flexibility of how you consume and deliver data. It's this flexibility that ensures the right reports and intelligence are delivered to the decision makers who impact day-to-day operations. Our breakthrough visual analysis tools allow you to customize reports to communicate only the most meaningful information. Our data-rich yet visually compelling tools allow for interaction with the data in highly dynamic ways never before experienced.

ADVANCED MULTI-CHANNEL ANALYSIS = BUSINESS TRANSFORMATION

Nexidia unlocks the intelligence inside your unstructured audio and text interaction content to uncover the information crucial to improving the business processes and agent behaviors that impact your customers. Through the use of interaction analytics you now have the power to truly transform your business.

For more information on how the power of Nexidia Advanced Interaction Analytics can transform your business, please contact us at info@nexidia.com.

