

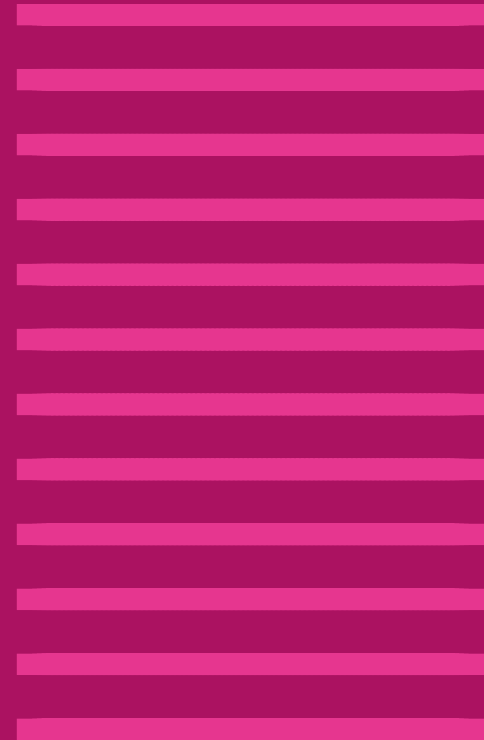


6 Steps to simplifying service



Let's face it, achieving frictionless service isn't easy. With an ever-increasing number of channels available and rapidly shifting expectations, service is often filled with complexity. A new generation of patient service technology can help your team reduce this complexity for your patients, providers, customers, agents, and administrators across all of your service touchpoints.

If you're looking for ways to simplify patient service experiences, start with these six steps.



TIP 1

Adopt a channel-less strategy

Simplifying service and achieving your omni-channel vision starts by taking a new approach. Many healthcare organizations often fall into the trap of focusing on each individual channel they support – like deciding to invest in a new standalone mobile application or chatbot. From there, they build all of the logic and decisioning into each app or bot, hard coding it into the channel. Each time a new channel comes along, or you need to make a change, you end up needing to address the code in each separate channel. This ultimately leads to more complexity across your organization.

And that's where the channel-less strategy comes in. Unlike channel-first approaches, a channel-less approach allows your organization to **build from the center out**, focusing on the customer journey centrally – rather than each individual channel. By centralizing around patient outcomes, you can build logic once and then activate it in each channel you support to create a consistent experience across every interaction. This means that regardless of the channel your patients use, they receive the same quality service.



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TIP 2

Stop automating the workflow and start automating the work

Repetitive, labor-intensive tasks slowing your team down? Intelligent automation is a great way to remove complexity and introduce greater efficiency into your service operations.

Multi-dimensional case management can help you orchestrate the work from the moment an inquiry is initiated through to resolution – defining each step and stage of the relevant patient journey and carrying the full context of the patient's need along the way.

Paired with attended and unattended robotic process automation, you can then deploy bots to do some of the necessary, but tedious work. Your agents can say goodbye to the days of routing work from one department to the next – and your patients can get their issues resolved faster.



TIP 3

Contextualize self-service for greater containment

Rising demands and surges in contact volumes can put a heavy burden on your customer service team. To contain and deflect more inquiries, resolve issues faster, and reduce overall costs, employ contextual self-service – ensuring simpler service experiences for your patients and agents alike.

Traditional self-service strategies often rely on product-first approaches, which often fail to contain and resolve in the moment of need.

Contextual self-service, on the other hand, optimizes all your channels to focus on each unique patient journey. When taking this approach, you're able to meet your patients wherever they are, with the same high-level of service. So, whether reaching out through a mobile app, intelligent virtual assistant, interactive voice response (IVR) system, or a personalized web portal, your patients can initiate, access, and even resolve cases **without a live agent**. And with the help of AI, self-service channels can use historical and real-time data as well as recent events to better understand why a patient may be seeking service in the first place. This reduces your agents' queues and can free them up to direct their time and energy toward the inquiries that only an agent can support.



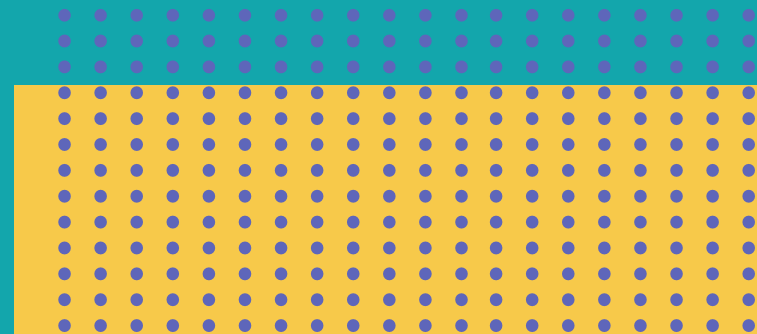
TIP 4

Stop the endless alt-tab cycle

One of the greatest frustrations for service reps is having to toggle between multiple screens and applications to access the right information. By unifying your customer service applications into a single agent desktop, agents can access the information they need to provide top-quality customer service. With a consolidated view that pulls from legacy systems, channels, interaction data, and even service history, your agents can quickly understand each patient's full context, gain insight into the current interaction, and deliver a solution with empathy.

Better yet, if you're providing service across multiple digital channels, a streamlined desktop can help agents simultaneously manage multiple conversations all from a single pane. Now an agent can be answering an inquiry on Facebook Messenger, and seamlessly switch to replying to a tweet, then quickly resolve a complaint via SMS – without ever needing to switch applications.

By unifying your customer service applications into a **single agent desktop**, agents can access the insight they need to provide top-quality customer service.



TIP 5

Move from a system of information to a system of insight

You can't solve service complexity with yet another system of information – one where your agents are forced to go searching through a virtual rolodex of data to find the information they need to serve patients. It's too time consuming, and there's the chance of missing critical pieces of insight. A singular system of insight can help simplify experiences and **eliminate potential blind spots.**

AI, decisioning, and case management allows agents to gain access to real-time recommendations and relevant insights in the moments that matter. AI that can automatically understand the intent and connect the dots across interactions can guide service reps to carry out the right conversations and better understand each patient's specific needs.



TIP 6

Resolve before they ring



The future of customer service lies in anticipating your patient's needs, sometimes even before they realize a need exists. Implementing proactive and preemptive service takes the burden of responsibility off your patient's shoulders and reduces the overall propensity to call. Proactive and preemptive service relies on using AI, pattern detection, and event triggers to sense moments of need as they arise or even before they occur.

For example, before a patient realizes that their payment balance is overdue, proactive service enables your organization to bring the matter to the patient's attention and even provide an offer, such as online or Venmo bill pay. This creates a positive impression for your patients – giving them the sense that you are looking out for them. And with effective containment techniques and automation in place, proactive and preemptive service might even be able to solve the problem without human touch.

Chances are that you've likely been looking for ways to simplify the service you provide for some years now, but the appropriate approach may have felt out of reach. Now, with a new generation of customer service technology powered by AI, automation, and a Center-out™ architecture, you can make service experiences simpler for your patients, providers, agents, and IT teams. These six steps represent some of the key ways that you can tackle complexity, from implementation through to the delivery of exceptional service.

**Ready to simplify your service? Pega is here to help.
Find out more at [pega.com](https://www.pega.com).**



About Pegasystems

Pega delivers innovative software that crushes business complexity. From increasing customer lifetime value to streamlining service to boosting efficiency, we help the world's leading brands solve problems fast and transform for tomorrow. Pega clients make better decisions and get work done with real-time AI and intelligent automation. And, since 1983, we've built our scalable architecture and low-code platform to stay ahead of rapid change. Our solutions save people time, so our clients' employees and customers can get back to what matters most.

Who's getting it right?

Many leading organizations have already taken the next step – and are seeing results.

Sutter. Consolidated 24 separate call centers into a single call center for seamless patient experiences

[Learn more](#)

UnitedHealth Group. Enhanced existing agent desktops to enable better customer experiences - rolled out to 5,000 agents in <10 months

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HCA. Implemented a unified Care Platform to define, navigate, and coordinate patient-centric workflow activities across the system of care

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