A Leading Eyecare Chain uses Voice and Chat Enabled Nividous RPA Bots to Deliver Enhanced Customer Experience

NIVIDOUS

Organization

The customer provides acquisition and operational support solutions to optometry practices, allowing for maximized value through scale, collaboration, and innovative thinking. The company is spread across 90 locations in 8 states and aims to reach 150 locations in the span of a year using strong acquisition strategies.

Challenges

The customer is going through aggressive expansion through acquisition of other eyecare groups and independent optometrists.

- The customer has 100+ stores/clinics and the numbers are growing rapidly
- Call center was the key channel for patients to make an appointment and aggressive expansion required a significant increase in agent headcounts at call centers
- The inflexible core system did not provide necessary APIs for third party system integration, resulting in customer's inability to provide customer service through any other channel

Solution

The Nividous team offered a very effective solution utilizing voice and chat enabled Nividous RPA Bots with cognitive capabilities to serve the patients in appointment scheduling. Patients can interact through a voice or chat Bot to locate the nearest store or to book an appointment very quickly. Voice and chat-enabled Nividous Bots with cognitive capabilities can be accessed through Google Assistant or text chat from the customer's website. The Bots interact on existing legacy system interfaces to:

- Locate nearest store for the customer
- Check availability of appointment slots for a specific date and time
- Make/change/remove appointment
- Locate the status of a customer order

Processes automated

- **Patient appointment scheduling**
- Benefits eligibility check
- Claims verification and submissions

Industry

Healthcare

> Nividous platform has proven to be a game changer to support our rapid growth. Freed up workforce can now focus more on delivering better customer services.
>
> Chief Information Officer
> *A Leading Eyecare Group*

For more information on how healthcare professionals use Nividous platform visit:
https://nividous.com/case-studies#healthcare

Benefits

>50%
Of appointments via chatbot

35%
Saving of FTEs required in call center

60%
Increased process efficiency