



# Insights

*Transforming Healthcare Conversations into Intelligence*



VoiceWell Insights turns every patient interaction into measurable insights that improve engagement, enhance quality, and drive revenue outcomes.

50M+ Calls Analyzed | HIPAA & HITRUST Ready | Epic & CRM Integrations

## Healthcare Organizations Are Sitting on Untapped Conversation Data

### Critical intent locked in audio files

Phone calls contain valuable intent and sentiment, but recordings are rarely mined for insight.

### Legacy systems lack AI & EHR integration

Most platforms don't analyze phone calls alongside EHR/CRM data, limiting actionable insights.

### Manual review is costly & slow

Sampling phone calls requires human reviewers and delays insights, scaling is impractical.

### Siloed metrics & compliance gaps

Quality, compliance and operational metrics live in different tools with no unified view.

## Introducing VoiceWell Insights

### Turn Millions of Phone Conversations into Intelligence

VoiceWell Insights combines AI-powered transcription, sentiment analysis, quality monitoring, and outcome analytics to deliver a complete view of patient interactions.

# Built for Modern Healthcare Contact Centers

## AI-Powered Conversation Intelligence

### Transcribe & Analyze

- Real-time transcription
- Speaker identification
- Sentiment analysis
- Intent detection
- Multilingual support

### Quality & Compliance

- Automated quality scoring
- Compliance monitoring
- Conversation summaries
- Agent performance evaluation
- Coaching recommendations

### Actionable Analytics

- Historical trends
- Outcome correlation
- Cohort analysis
- Engagement measurement
- ROI tracking

### Enterprise Integration

- Epic EHR
- Salesforce CRM
- Contact center platforms
- Data warehouses
- Custom APIs

## Key Platform Features

### Feature

- Multilingual Support
- Omnichannel Intelligence
- Real-Time Agent Assist
- Automated Alerts
- Historical Analytics
- HIPAA & HITRUST Security

### Business Impact

- Serve diverse patient populations
- Voice, chat, SMS, and web
- Improve quality and consistency
- Faster issue resolution
- Continuous optimization
- Enterprise-grade compliance

# Use Case

## Population Health Outreach

### Challenges

- High outreach volumes
- Limited visibility into patient engagement
- Difficulty identifying high-intent patients

### VoiceWell Insights Delivers

- Sentiment and intent analysis
- Conversion signal detection
- AI-driven coaching recommendations
- Prioritized patient follow-up

### Outcomes

**60%+**

Improvement in engagement rates

**20%**

Increase in appointment scheduling

### Continuous

Campaign optimization through AI learning

## Real-World Impact

### Academic Health System

#### **\$39M Incremental Revenue Generated**

- 49,000+ appointments scheduled annually
- 66% scheduling success rate
- 7.8× productivity increase
- 12× lower cost per interested patient

### Regional Health System

#### **\$25M+ Revenue Generated**

- 25,000+ new patient appointments
- 21× ROI on outreach campaigns
- Higher conversion rates and patient engagement

# Insights: Flexible PaaS Pricing

Scale from 100K to 50M+ calls annually

Insights Starters	Insights Professional	Insights Enterprise
<p><i>100K-500K calls/month</i></p> <ul style="list-style-type: none"><li>• Transcription &amp; basic sentiment analysis</li><li>• Single team access</li></ul>	<p><i>500K-5M calls/month</i></p> <ul style="list-style-type: none"><li>• Advanced NLP &amp; compliance flagging</li><li>• EHR integration</li><li>• Multi-team dashboards &amp; custom alerts</li></ul>	<p><i>5M-50M+ calls/month</i></p> <ul style="list-style-type: none"><li>• Full platform &amp; dedicated support</li><li>• Custom workflows &amp; APIs</li></ul>

## Ready to Transform Conversations into Outcomes?

Discover how VoiceWell Insights can turn every patient phone call into measurable business value.

[SCHEDULE A DEMO](#)

**Start a 30-Day Proof of Concept**

**VoiceWell Insights**

**AI-Powered Call Intelligence for Healthcare**

Transform Conversations. Improve Engagement. Drive Outcomes.

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