Dispatch Health

Enabling a Lifelike conversational interface

OVERVIEW

Dispatch Health provides on-demand, in-home healthcare that allows individuals of all ages to receive care in the comfort of their home from healthcare professionals. Communication in this type of business is lucrative and dispatch health needed a way to make getting information and providing quick and helpful answers easier for their patients.

THE CHALLENGE

Dispatch health needed a solution for NLP (Natural Language Processing), so that they could speech enable their IVR to get calls to the right place more efficiently. They also wanted to set up the ground work for more self-service via the IVR through the implementation of an FAQ bot. This would allow for better communication and answers provided to patients and users.

ASPEN'S SOLUTION

Aspen was able to build a custom Amazon Lex chatbot that would allow for integration of a conversational interface on Dispatch Health's website and provide highly engaging user experiences and lifelike conversational interactions.

Additionally, Aspen integrated the chatbot with Dispatch Health's already existing contact center solution to provide a seamless omni channel experience that would allow for better agent productivity and improved overall business operations

dispatch
HEALTH

THE OUTCOME

Amazons Lex bot allowed dispatch to create a highly engaging user experience that allowed customers to talk to an interactive voice response to collect information and get answers to problems without having to spend time connecting to agents and repeating information.

This technology revolutionized the legacy call process and provided agents with the ability to handle the more intricate calls and provide a better overall customer experience

Why they chose AWS

In todays age of technology, a basic call center just isn't enough. Dispatch Health needed a more efficient process to assist with customer calls and AWS was able to provide just that. With so many options, it wasn't hard to find a perfect solution to the problem at hand.

Why they chose Aspen

Aspen Technology Group has extensive experience in building custom Lex Bots and were able to provide the services needed to not only build the solution, but also assist with any problems along the way while integrating to the new systems, allowing for a seamless transition