



Shaping Healthcare Possibilities

Success Story

Smart routing And intent summarization for contact centres

Speech Recognition

Generative AI

Summarization

Digital Transformation

www.citiustech.com

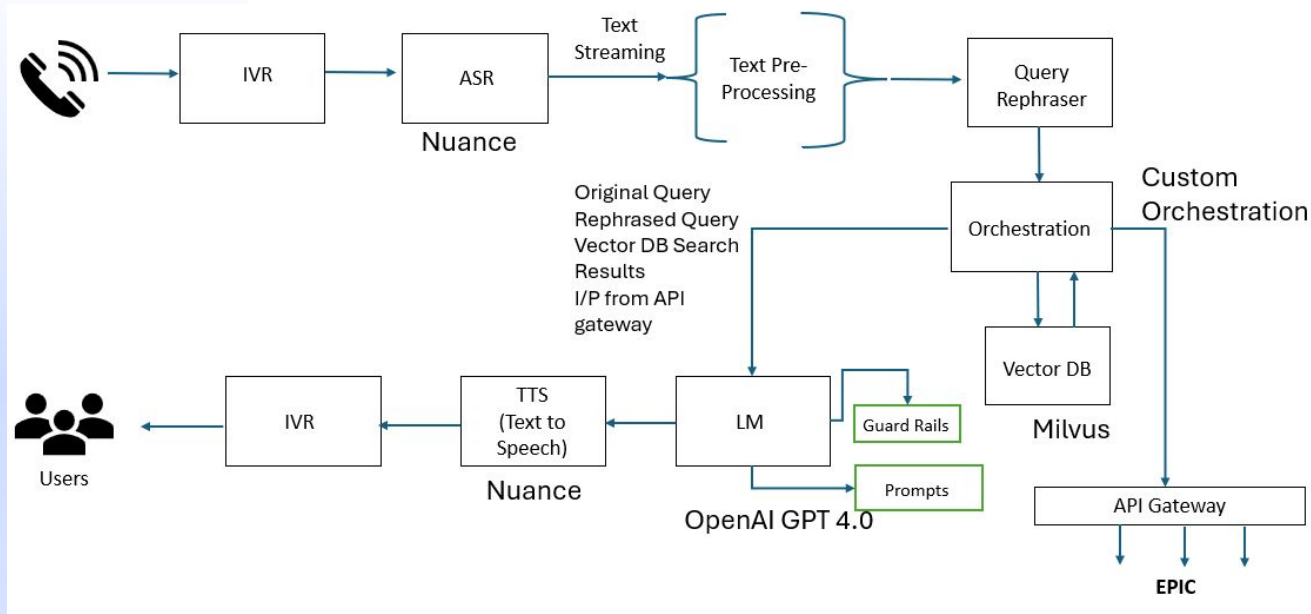
© 2024 CitiusTech | Private & Confidential



The Challenge

- Client is one of the largest healthcare payer organization in the United States who wanted to optimize their contact center operations for Medicare member experience through voice to text technology and Generative AI
- Develop a solution to capture the intent, summarize the ask, route to agents and generate clear, concise and empathetic responses

Solution(s) & Value Delivered



The Solution

Lead and delivered a Gen AI enabled speech recognition solution to summarize the calls and provide correct routing to the concerned team

- Designed and developed a text pre-processing and query rephraser engine to capture and address variations in tone, intonation and intent.
- Implemented GenAI algorithms to provide intelligent responses that are empathetic, clear and concise
- Converted the generated responses to vox files that can be then fed into the IVRS system for responses
- Integration of AI models with quality and trust metrics

The Outcome

- Voice to Text Accuracy: It was observed that members who are served by Medicare programs have different speech patterns, noise, and speech impairments. We developed a de-noising component to extract clear and accurate information.
- Hallucination Handling: The queries being captured from the field are of high variance and if fed directly to the Gen AI model can cause hallucinations. We used a query rephraser engine to standardize prompts and control response quality.
- Tone and Response: The members require an understanding tone and empathy in responses. The prompts were engineered for maximum humane responses.

Solution Highlights

Piloted the solution for a select cohort of members

Captured and Benchmarked performance metrics

Integration with existing Text to Speech solution

Validated responses for empathy, tone & conciseness



Shaping Healthcare Possibilities

Thank You

CitiusTech - Shaping Healthcare Possibilities.

CitiusTech is a global IT services, consulting, and business solutions enterprise 100% focused on the healthcare and life sciences industry. We enable 140+ enterprises to build a human-first ecosystem that is efficient, effective, and equitable with deep domain expertise and next-gen technology.

With over 8,500 healthcare technology professionals worldwide, CitiusTech powers healthcare digital innovation, business transformation, and industry-wide convergence through next-generation technologies, solutions, and products

www.citiustech.com

© 2024 CitiusTech | Private & Confidential

