Leading Medical Device Company reduces operational cost and increases patient satisfaction with Infogain's Chatbot for Technical Support

Client Background

The company develops, manufactures, and distributes continuous glucose monitoring systems for diabetes management. It operates internationally with headquarters in San Diego, California.

Business & Technical Challenges

- Reduce average duration of technical support phone calls
- Reduce call waiting times with increased load handling capacity thereby:
- Bring down the total number of phone calls
- Improve the overall efficiency and reduce costs of the technical support Services team

Infogain Approach

The Infogain team applied an intelligent automation approach to resolve the issues by designing a chatbot framework which performs the following tasks:

- Interacts with patients in the form of simple english based textual conversations
- Identifies/Initiates a new conversation from a patient
- Challenges the patient to provide information to ascertain patient identity
- Requests for, receives and captures all required information related to the issue(s) reported by patients and creates service tickets (mimicking the current phone call pattern)
- Transition of the conversation from the chatbot to tech support agent

Business Benefits

- Reduction in operational costs
- Relieve congestion i.e. contact centre would have more time for value added questions
- Positive impact on patient satisfaction

Business impact delivered

Cost   Revenue   Speed-to-Value   Risk   Innovation

Infogain Edge

We deliver performance transformation through the integration of multiple automation toolsets, best practices, processes and technologies. Our Hyperautomation Practice is based on the tenet of driving outcomes and providing end-to-end automation that addresses desired KPIs.

Why Infogain

- First to implement automation solutions on Google Cloud
- Deployed over 4,000 bots for the technology, retail, travel, and insurance industries
- 150 trained and certified automation experts
- Repository of artefacts with best practices and checklist
- State of art automation lab with multi domain and process optimization experts
- Project experience on different RPA ecosystems: Automation Anywhere, UiPath, BluePrism, Microsoft Azure, Google Cloud

About Infogain

Infogain is a Silicon Valley headquartered company with software platform engineering and deep domain expertise in travel, retail, insurance, and high technology. We accelerate the delivery of digital customer engagement systems using digital technologies such as cloud, microservices, robotic process automation and artificial intelligence to our clients.

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