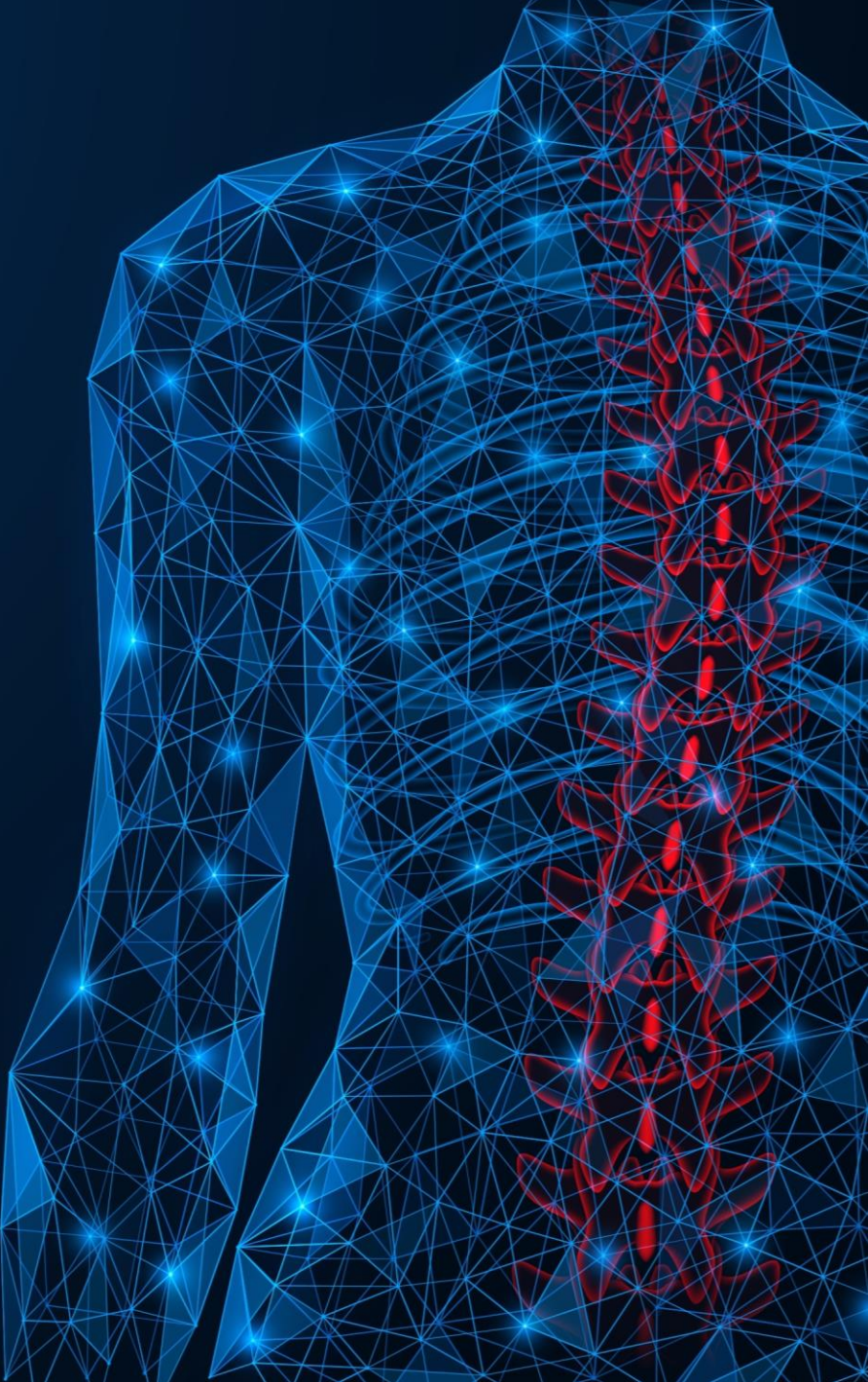




SALES WIN

Healthcare



SALES WIN

Key Details



BROADVOICE SOLUTIONS

GoContact, Advanced Analytics, IVR, training, b-hive

CUSTOMER TYPE

Orthopaedic

INDUSTRY

Healthcare

\$147K

TCV



THE CHALLENGE

This healthcare client needed a more efficient and reliable way to manage patient communications across multiple specialties. One of their top priorities was call deflection using self-service, which would reduce the volume of routine calls handled by live agents.

They struggled with:

- High call volume for simple tasks like appointment reminders
- Complex routing needs across departments
- Frequent downtime with their incumbent provider, disrupting patient and doctor communications

THE SOLUTION

To improve service quality and reduce their operational friction, the client chose Broadvoice | GoContact for its balance of innovation and human-first support.



We're helping them:

- Enable self-service for patients, freeing staff to focus on higher-value interactions
- Simplify routing across multiple specialties to improve internal efficiency
- Avoid costly communication outages
- Keep their omnichannel functionality while improving their customer journey
- Build trust through responsive support that treats their team like partners (not tickets)





WHY BROADVOICE?

They chose Broadvoice | GoContact because of our strong reliability, call volume reduction capabilities, and a support experience that makes their team feel like we're true partners.



Reliable Uptime

After repeated issues with downtime, they needed a platform that could guarantee consistent communication, especially between patients and providers.



Call Deflection & Self-Service

Our solution gives them intelligent self-service, which helps patients get answers fast, without waiting on hold or talking through unnecessary details.



Human-Centered Support

Our team took the time to understand their business and communicate clearly, building trust and confidence into the sales and support processes.

**THANK
YOU!**

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