



## Natural

Customer Self Service for **Pre-appointment Health Service**

**NC-Self Service®** is **Vocalcom's** advanced automated customer care solution based on language artificial intelligence. It allows a flexible and natural dialogue between humans and machines through a parse and semantic analysis, with memory management and artificial intelligence.

### Main characteristics

**NC-Self Service®** is a productive technology:

- ✦ It allows to **understand** what a customer is requesting, so, in consequence to **adapt** the conversation and to **connect to the corresponding information systems**.
- ✦ It manages applications based on **written and spoken language** using the same resources for both, **analyzing sentences in microseconds** with a total lexical level scalability in massive exploitation environments.
- ✦ It allows to support **up to 15.000 simultaneous dialogues** on one unique server (Intel® Xeon® 3,2 GHz - 4 GB RAM).
- ✦ An **enhanced and versatile integration** in different levels with the proprietary platforms.
- ✦ It allows to approach a **complete and logical treatment of the natural language comprehension** and the dialogue management adapted to the dialogue context.
  - ✦ Maintenance, exploitation and system management with an **advanced natural language graphical interface**.

### ¿Why NC-Self Service®?

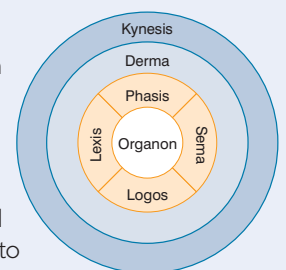
The development of new services for the health sector and the improvement of the information management processes are demanding new agile and profitable solutions.

Only in the public health primary care are attended an average of approximately 5.000 calls per minute in the schedule between 8 a.m. and 8 p.m., which means substantial costs of human resources, facilities, etc.

To approach this set of problems, **the answer is to work with a technology capable of automating the pre-appointment management process**, reducing costs and improving the quality of care, by reducing the waiting times.

### Natural Language design

Natural Language has a modular design that eases to develop the required representation models and algorithms for each particular project, with interfaces to allow connectivity with Data Base Management Systems and other components that are external to the system core. Natural Language technology relies on a general focus that also takes into account a precise memory and CPU consumption thanks to memory share models and multi-threading strategies and an Exploitation-oriented architecture using load-balance and fail-over.



**Natural Language:** adding value to businesses and managing **profitable relations with customers**



# Pre-appointment Health Self-Service

Three steps to reach the maximum quality.

## WEB Self-Service

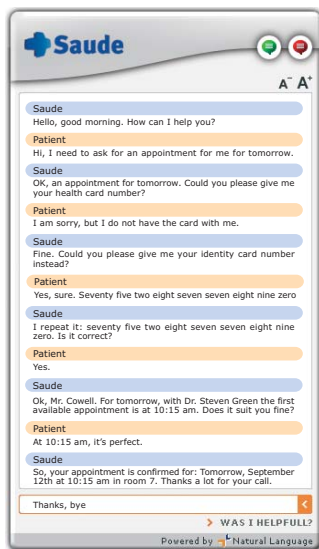
1 The patient visits the health center website.



2 Afterwards, the patient clicks on the dialogue button.



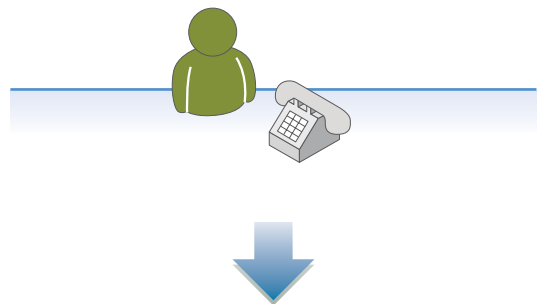
3 And through a natural and intelligent dialogue it is possible to request, consult, modify and cancel his/her appointments with the doctor.



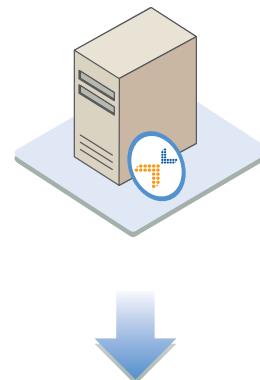
This is a merely illustrative conversation, and does not represent the whole possibilities, such as to modify or to cancel an appointment already scheduled, to take into account the speciality (paediatrics, nursing, etc.), or even to approach situations where the scheduling of the day and time could get complicated due to not availability, etc.

## VOICE Self-Service

1 The patient calls the Health Center Care telephone number for pre-appointment management.



2 Afterwards, Natural Language gives him/her the welcome and inquires about his/her need.



3 And through a natural and intelligent dialogue it is possible to request, consult, modify and cancel his/her appointments with the doctor.

