



Healthcare iVR

Revolutionary Healthcare Communication



Abby Phone

What is iVR?

iVR is interactive voice response technology. Recent iVR systems combine artificial intelligence with real time data processing and learning to improve efficiency and processes.

Why is Abby Different from other iVR systems?

- ABBY can talk, listen, answer questions, ask questions, make decisions, all in a conversational atmosphere
- ABBY's cost is a fraction of the human alternative
- ABBY gets smarter over time, allowing you to gain more customer knowledge and improve customer retention

Why Abby for the Healthcare Industry?

ABBY is a personal, intelligent, interactive voice response technology (iVR) that can do a lot of things humans can do - at a fraction of the cost. ABBY can automatically notify your patients, survey them, or even provide health care tips. Abby is changing the way you communicate with your patients, and enabling you to build a stronger personal relationship knowing their needs and preferences. This industry leading communication platform allows you spend more time with your patients and deliver better care experiences.

Does your iVR do ALL that ABBY does?

- Intelligently listens, thinks and speaks
- Answers questions, and asks questions back to the patient
- Can make and receive calls • Handles over 100,000 calls - simultaneously
- Converts all speech to text in order to fully capture all of your patients comments and can immediately provide that information back to you
- Allows you to build and constantly improve your surveys / interactions
- Uses Statistical Modeling and Reporting in order to improve your customer knowledge
- Allows your patients to ask open ended questions anywhere during the interview – we call it “FAQ’s everywhere”
- Integrates directly with your data – in ‘real time’ – for a more meaningful customer experience • Uses ‘Artificial Intelligence’ (AI) to ask ‘clarifying’ questions back to the user, and can learn from mistakes
- Pay ONLY for what you use (Software as a Service) • Minimal up front set up fees • Automates your workflow and processes – saving you time • Learns customer preferences, telling you what your customers want in ‘real time’

How does ABBY work?

ABBY is simple to set up and easy to use. Relevant patient information is loaded into the system and the calls occur automatically – results are customized and are automatically sent for review... More calls can be made at a lower cost!

Considerable Value

- Reduced labor and time on phone
- Improved patient relations
- Improved patient information and education
- Improved and standardized patient reporting
- Improved patient knowledge thru video and audio streaming and desktop sharing

*“ABBY is clearly less expensive, faster, and in many ways, better than having our nurses call. Patients tell ABBY things that they would never tell anyone else. And we are constantly using those comments to help improve our delivery of care.
Thanks ABBY.”*

Healthcare Provider

For more information, please contact
877.305.1341 to learn how to get started.

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