



WEBINAR: How True Visual IVR Cuts Chaos and Costs in Healthcare and Beyond
presented by Radish Systems and IVR Technology Group, moderated by Don Witt, blogger
DATE: May 11, 2016 2 pm ET (11 am PT)

REGISTER NOW: <http://info.ivrtechgroup.com/cut-healthcare-chaos-and-costs-with-true-visual-ivr>

Boulder, CO (April 28, 2016) – [Register now](#) for this complimentary webinar on True Visual IVR, moderated by Don Witt, blogger of Telecom Reseller. New telehealth technologies are advancing communication to improve patient care and decrease costs. Using a true visual interactive voice response (IVR) system lets healthcare firms cost-effectively improve their callers' care and wellness. Callers increasingly use mobile phones and the Internet and more than 85 percent already own smart devices in the USA. Health-related calls often involve complex information with potential consequences for misunderstandings or non-compliance, especially for callers who don't hear or understand English well.

Partner companies Radish Systems and IVR Technology Group offer this free webinar to show how a true visual IVR allows callers to securely hear, see, and even save information. Healthcare callers can both see and hear HIPAA-compliant information about their healthcare, especially their medications and at-home procedures.

Adding 'visuals to voice' overcomes many of the problems common with traditional IVR systems. Research shows that both seeing and hearing information significantly improves understanding and retention. For example, instead of only hearing, "press 1 for the pharmacy", callers quickly **see, scroll, and tap their selections on a smartphone**. Callers see and hear how to manage their new prescriptions and save a graphic reminder to take them. Additionally, audio and visual information can be shared bi-directionally between a company and its callers, **saving time and improving the overall customer experience**.

Join **Radish Systems** and **IVR Technology Group** in this interactive webinar and learn how to:

- Address challenges facing healthcare while enhancing patient engagement.
- Add 'visuals to voice' to increase satisfaction with "true Visual IVR" self-service and live agents.
- Use visuals to improve IVR call containment, shorten calls, and increase first-call-resolution (FCR) rates.

- Exchange complex information for health assessments, pre- and post-procedure support, visual directories, and more use cases.
- Make a Healthcare Triple Aim impact through improved health, improved care, and reduced costs.

ABOUT IVR TECHNOLOGY GROUP

IVR Technology Group is a leading provider of highly-secure voice and text applications. With a heavy emphasis on compliance-driven industries, the team has built over 2500 solutions for a variety of clients and is proud to be HIPAA and PCI Compliant Level 1. Aside from all solutions being built in a platinum-grade security environment, the company offers a flexible range of services from self-service to white-glove account handling. The team is led by industry experts who strive to create the ultimate customer experience by adhering to a set of core values. Data security, compliance, and customer experience are the core of IVR Technology Group. Visit www.IVRTechGroup.com.

ABOUT RADISH SYSTEMS

Radish Systems improves the way organizations communicate visually with all callers, including smart mobile device and browser users, through its award-winning ChoiceView Software-as-a-Service (SaaS) technology platform. ChoiceView offers the next generation of multi-modal unified communications, allowing visual information and secure data to be shared during a phone call with callers using any phone, any network, and many display devices. It transforms new and existing traditional IVR systems from many vendors into next generation, true Visual IVRs. If live assistance is needed, the call is seamlessly transferred to a contact center representative where visual sharing continues. The patented, HIPAA compliant ChoiceView technology increases comprehension, problem solving, and recall on calls by as much as 600%, helps callers resolve inquiries faster with more clarity, improves overall user experience, and increases business profits. Radish provides ChoiceView end-user and business software as well as a full suite of developer tools and APIs for easy implementation. Visit www.RadishSystems.com and Twitter @RadishSystems. Try a ChoiceView Visual IVR by calling +1 720.440.7560.

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TAGS

ChoiceView, Interactive Voice Response, Visual IVR, Mobile User Experience, Unified Communications, Contact Center, Mobile Customer Support, Radish Systems, Customer Experience, Customer Relationship Management, mobile self-service, automated phone systems, mobile applications, web applications, voice with visuals, visual customer engagement, developer tools, Visual IVR API, virtual assistants, healthcare, digital health, healthcare triple aim, IVR Technology Group, health assessment, Don Witt

SAMPLE TWEET 1: #webinar 5/11 2pmET How True #VisualIVR cuts #healthcare costs, @RadishSystems & @ivrtechgroup <http://info.ivrtechgroup.com/cut-healthcare-chaos-and-costs-with-true-visual-ivr>

More visuals: <http://www.radishsystems.com/media-center/media-resources/>

