



## **Radish Awarded Best Healthcare IVR Technology for ChoiceView**

Global Health & Pharma Recognizes "Voice with Visuals" for Significantly Improving Healthcare Calls

**BOULDER, CO** (January 29, 2019) Radish Systems' ChoiceView platform has been awarded the Best 2018 Healthcare IVR Technology by the Global Health & Pharma Technology Awards. Radish is a leader in "voice with visuals" mobile enterprise communications. In healthcare situations a phone call is essential. ChoiceView allows patients to make and receive calls as usual, but also allows them to interact with visuals during the call -- either with a visual IVR, a visual phonebot, or a healthcare provider. ChoiceView offers the familiarity of an ordinary phone call, especially for elderly patients, while delivering visual information that aids in understanding complex medical information.

Ken Jensen, CEO, is honored to accept this award for Radish:

*"Our mission is to improve how people communicate by seamlessly integrating visual information with voice/chat calls. This award recognizes our ChoiceView platform that makes healthcare more accessible and understandable. When patients call, they can see visual menus and visual responses along with the voice call. Patients can transfer, if needed, to a healthcare provider to discuss and see medical information such as X-rays, test results, charts, diagnoses, recommendations for care, prescriptions and more."*

Katherine Benton, the Global Health & Pharma awards executive, stated in the award announcement,

*"Our merit-driven research and judging process has been carried out to ensure that only the most deserving establishments are recognized. The GHP Technology Awards 2018 has been established to recognize the important contributions made by companies and individuals who are dedicated to enhancing the quality of healthcare available and create innovative healthcare solutions for individuals across the world."* Learn more at [www.GHP-News.com/technology-awards-2018](http://www.GHP-News.com/technology-awards-2018).

### **The Power of ChoiceView Visual IVRs and Phonebots**

A ChoiceView visual IVR or visual phonebot can transform a voice-only automated call to a 'voice with visuals' experience for smartphone and browser users. Visual IVR deployments provide good results. Companies are finding improved call containment in the IVR, shorter call handling time, enhanced caller understanding, higher

first call resolution rate, and increased caller satisfaction. Fewer calls are thereby transferred to live agents, which greatly increases self-service, reduces callers' wait times, and reduces operating costs. Importantly, Visual IVR improves the Customer Experience (CX).

ChoiceView offers the next generation of multimodal communications, allowing visual information and secure data to be shared during a call with callers using any phone, any network, and many display devices. It eases the pain of frustrating automated phone systems (IVRs) and live assistance. It transforms new and existing traditional IVR systems from many vendors into next generation, true Visual IVRs. ChoiceView provides multiple deployment options for IVRs, phonebots, chatbots, and virtual assistants ranging from simple menu changes in an auto-attendant system to including ChoiceView REST API calls directly in an IVR's contact flow. In all cases, ChoiceView is an over-the-top and easily implemented solution which maintains compatibility with existing phones, phone networks, dialing plans and call routing. The patented, HIPAA-compliant technology increases comprehension, problem solving, and recall on calls by as much as 600 percent, helps callers resolve inquiries faster with more clarity, improves overall user experience, and increases business profits. Learn more at [www.TrueVisualivr.com](http://www.TrueVisualivr.com).

### **About Global Health & Pharma**

GHP is a global information sharing platform and a multi-disciplinary members community. It was established to enhance communication networks and collaboration across all themes and disciplines within three main categories: Human, Animal, and Environmental Health. While the membership is organically grown and closely audited, members have tended to fall into a number of general categories, including: Academia, Industry, Public Bodies & Health Systems, Governments & Policy Makers, Funding Agencies & Groups, Investors, and Regulatory & Professional Bodies. This structure and approach allow GHP to support research funders and investors to make effective decisions through an understanding of their most appropriate target within their criteria through: (1) the promotion of innovation to those active within the decision-making process, (2) the understanding, review, and adoption of innovation helping to catalyze market entry, and (3) the promotion of exemplars/examples of best practice to allow the replication of success. Learn more at [www.GHP-News.com](http://www.GHP-News.com).

### **About Radish Systems**

Radish Systems, a mobile/enterprise software and professional services company, 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) platform. ChoiceView is a cloud-based communications service, accessible via web apps and APIs, that adds a transient data channel to traditional

voice and SMS communications in a way that's totally compatible with the existing infrastructure.

[RadishSystems.com](http://RadishSystems.com), Twitter [@RadishSystems](https://twitter.com/RadishSystems).

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#### TRADEMARKS

ChoiceView is a registered trademark and Radish, Radish logo, ChoiceView logo, and "Wow, now I see what you're talking about!" are trademarks of Radish Systems, LLC.

#### TAGS

ChoiceView, live agent, Interactive Voice Response, Visual IVR, true Visual IVR, Visual IVR vendors, omnichannel IVR, Mobile User Experience, Unified Communications, Contact Center, Mobile Customer Support, Radish Systems, Customer Experience, Customer Relationship Management, mobile self-service, visual customer service, mobile applications, web application, voice with visuals, customer engagement platform, live visual sharing, mobile digital engagement, visual automated agents, phonebot, chatbot, Visual Directory, Global Health & Pharma Award, Best Healthcare IVR Technology 2018.

#### SAMPLE TWEET

[@RadishSystems](https://twitter.com/RadishSystems) awarded Global Health & Pharma Best Healthcare IVR Technology 2018 for ChoiceView <https://www.radishsystems.com/media-center/media-releases>.

#### DEMO

Available at [RadishSystems.com](http://RadishSystems.com).

#### SCREENSHOTS

More available at [RadishSystems.com/media-center/media-resources](http://RadishSystems.com/media-center/media-resources).

