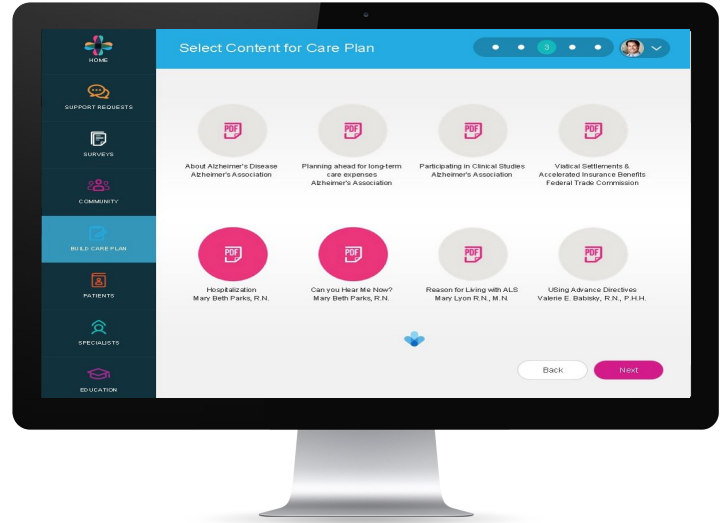


# PwC's SmartAgent for Healthcare

Offering digital experiences across the patient journey

PwC's SmartAgent for Healthcare, *powered by Salesforce Service Cloud and Mulesoft*, helps health plans deliver seamless, integrated customer support to members. The solution enables customer service agents to leverage box workflows and call scripts to increase their efficiency in resolving member inquiries.



## Solution benefits

- Improved agent/customer communication with multiple service channels.
- Guided automated processes for support agents to quickly address and resolve member needs.
- A self-service platform for members to easily access their medical information, read FAQs and file claims.
- More efficient operations through optimization of contact center performance.
- Scalability and flexibility to better support new services and products.

To discover how our **SmartAgent for Healthcare Solution** can add value to your business, please contact:



**Steve Zaloga**

Principal, Salesforce Leader for Health Services  
steve.zaloga@pwc.com

Learn more at [www.pwc.com/salesforce](http://www.pwc.com/salesforce)



© 2019 PwC. All rights reserved. PwC refers to the US member firm or one of its subsidiaries or affiliates, and may sometimes refer to the PwC network. Each member firm is a separate legal entity. Please see [www.pwc.com/structure](http://www.pwc.com/structure) for further details.