



TP genAI

● Teleperformance Digital

AI Powered Health Care Operations



Enhancing Telehealth Services in the Age of Digital Medicine

Inspired to be *the best*[™]



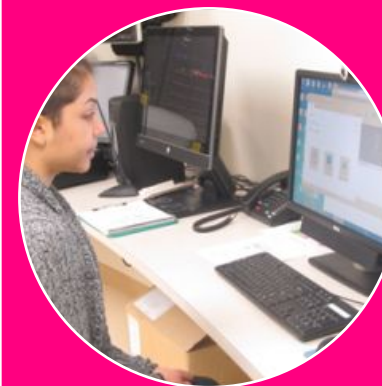
The Benefits

- Increased access to care
- Cost Reduction
- Improved Convenience



The Latest

- Wearable Devices
- Remote patient monitoring systems
- AI-powered Chatbots



The Implementation

- Regulatory Compliance
- Reimbursement
- Patient Education



The Future

- Increase in AI
- New specialties and new populations
- Integration to EHR's and CDSS's





How Digital Healthcare is Transforming the Industry



The Potential of Digital Healthcare to Improve Patient Outcomes



The Challenges and Opportunities of Digital Healthcare



The Future of Digital Healthcare



Healthcare Positioning

Teleperformance AI Powered Operations

Inspired to be *the best*TM

Teleperformance

Value Proposition

Serve Members at the time and channel they prefer without losing Context of the journey

Make it Easy for Members to Resolve to Simplex Interactions in Digital Channels

Unleash the Power of Human Connection through Agent Empowerment Tools

Use Case

Plan Inquiry

New Plan

Enrollment

Verify Eligibility

Change Plan

Claims Filling / Follow-up

Coverage Inquiries

Policy Inquiries

Complaints / Billing Errors

Solution

- Website
- Mobile App
- CCAAS/Intelligent Routing

- Virtual Assistants
- Gen AI Chatbot / Voicebot
- Pro-Active Touchpoints

- Interaction Analytics
- AI Coach + Gamification
- Agent Assist / NBA

Orchestrate

Contain

Empower



AI Powered Operations

AI enables a Virtuous Cycle that Creates Value within the Operations and extends all the way to your most critical customer interactions

Agent Assist / Co-Pilot

Interaction Analytics

Coach AI + Gamification

Operational Excellence
Top Performer
Replication

TP genAI

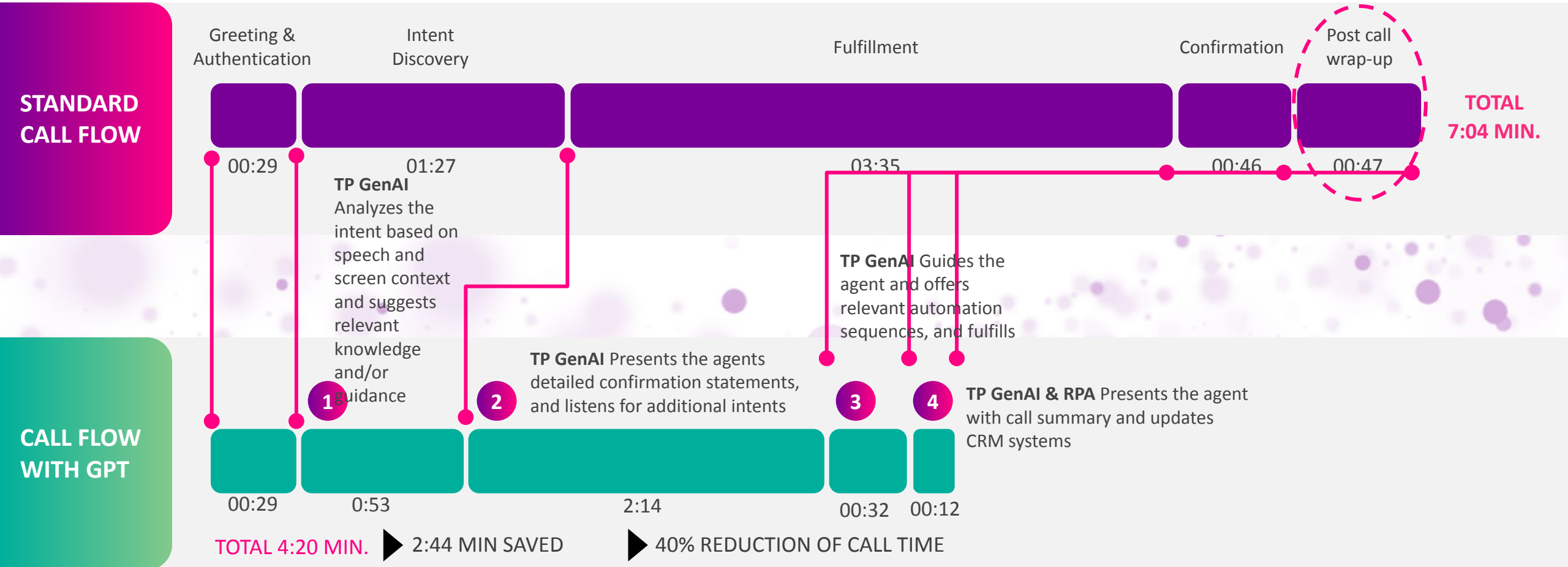
Customer Journey Optimization
Cost to Serve
Reduction

Channel Orchestration

Conversation AI

Self Service Options

TP GenAI: Real-Time Agent Assist



-40% AHT

-50% Training

-90% Errors

TP GenAI: Summarization Use Cases



2 Language for the summary and response can be chosen freely

1 TPGenAI summarizes the most important contents in key points

3 Employee works on case and writes short bullet points as answer

4 TPGenAI formulates a full answer in the chosen language based on the given context and bullet points

Reduced AHT

Improved CSAT

Cost Savings

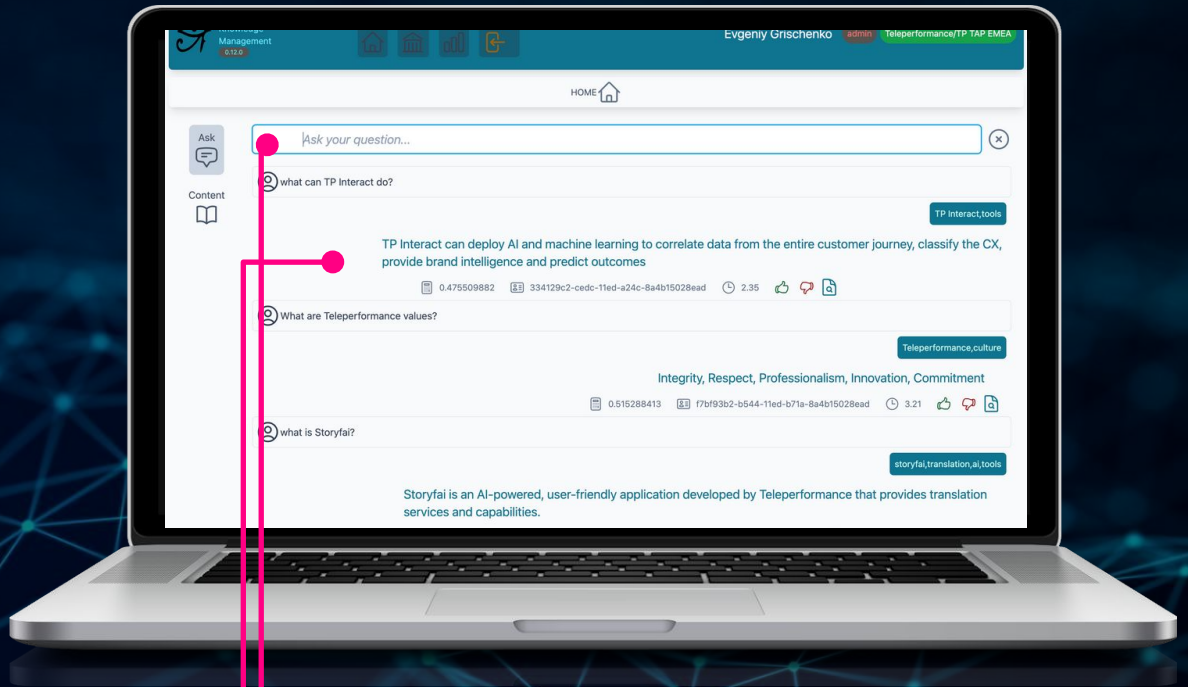
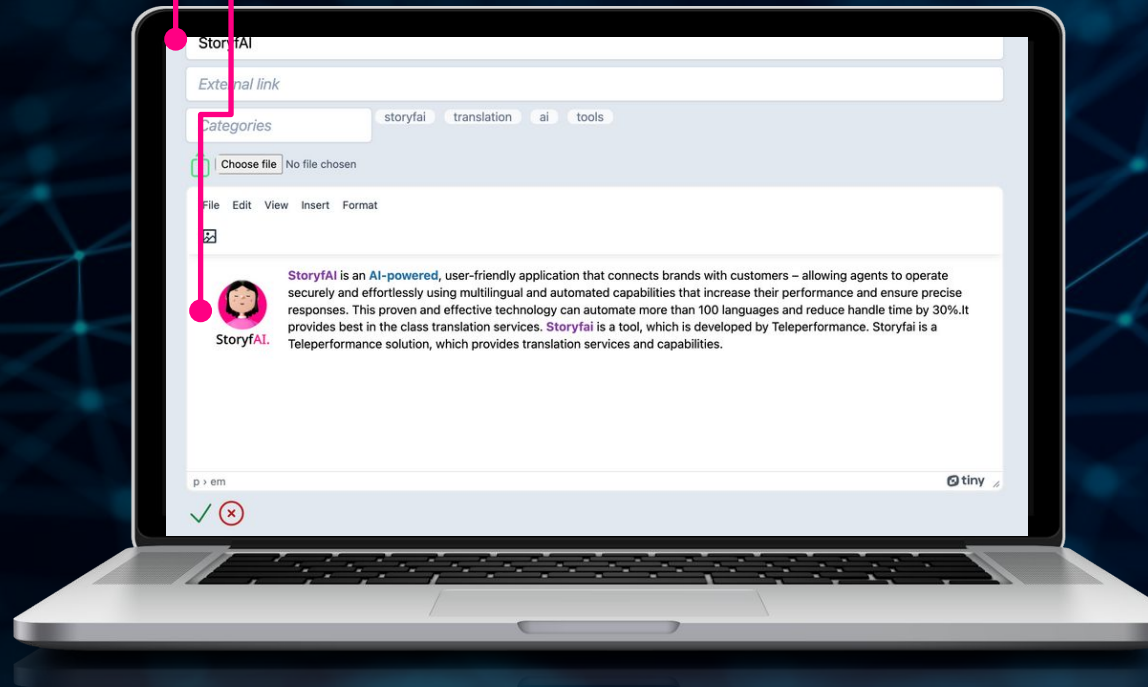
TP GenAI: Generative AI Knowledge Management

1

Admin can feed the GPT supported Knowledge base with only rough titles and categories

2

GPT will process, analyze and structure all information given in long text form



3

Agent can type in concrete questions as requests to the Knowledge Database


4

The AI Knowledge Base generates a dedicated response from all unstructured content, providing clear instruction for solutioning

+15% FCR

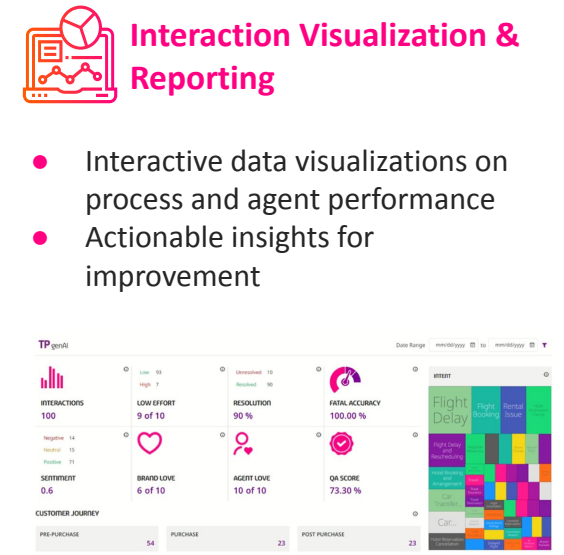
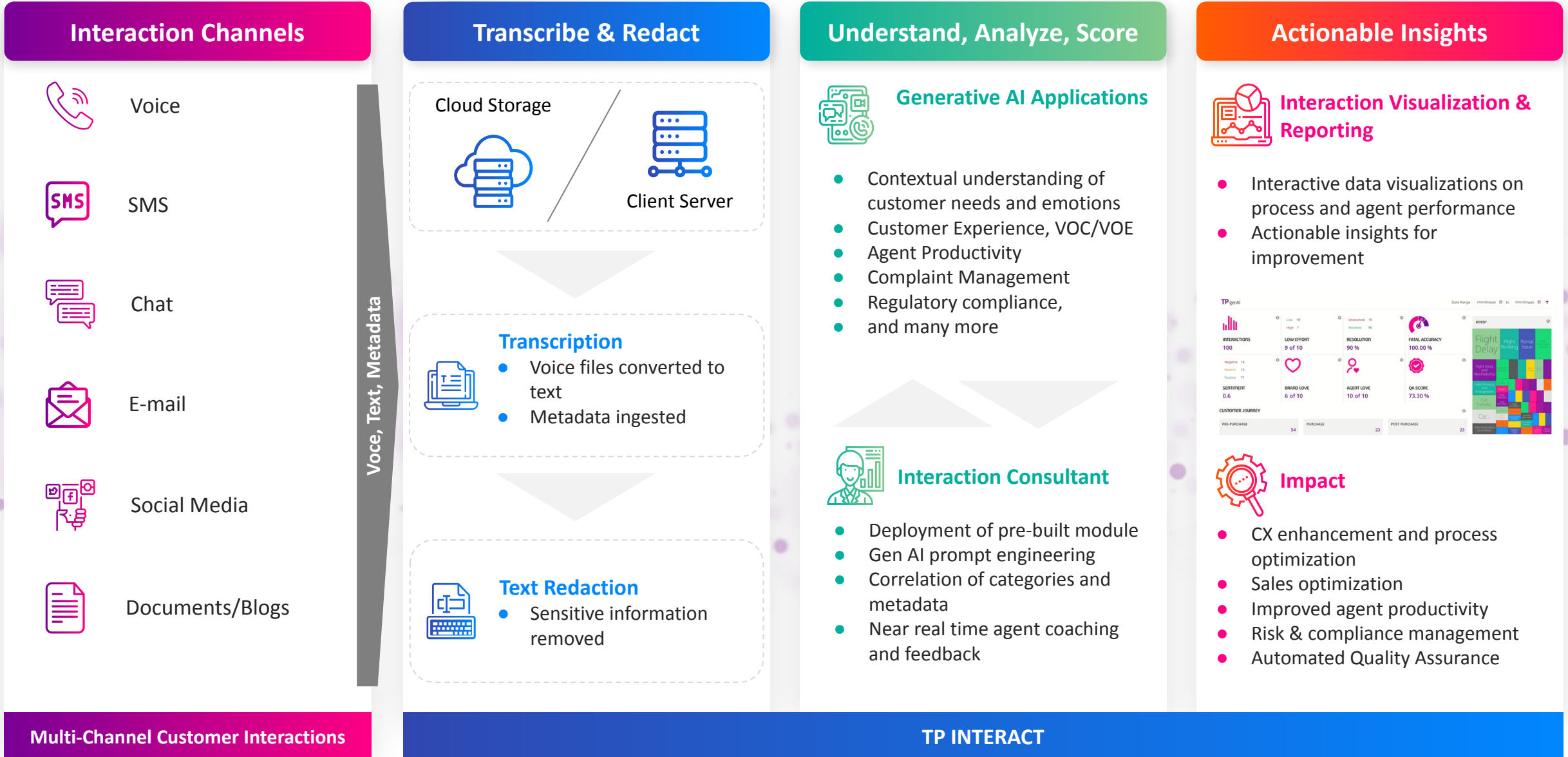
+10% CSAT

-15% AHT



TP AI Powered Operations
Interactions Analytics

How it Works?



TP AI Powered Operations

AI Powered Training & Nesting



Nesting Studio

Re-create real call scenarios through Nesting Studio.

Training team loads the conversation scripts which the AI will ingest based on the Top Contact Drivers.

Set-up Intents

Configure the mock call simulation based on customer intents, specific language and scenarios.



Set-Up Answers

Define model responses that the AI will use as reference for a good or a bad response.



Real-Time Evaluation

The tool compares the agent's response vs. the model responses to arrive at a rating/ evaluation.



Closed Loop Feedback

The evaluation is leveraged by the supervisor, trainer or agent for coaching and development.

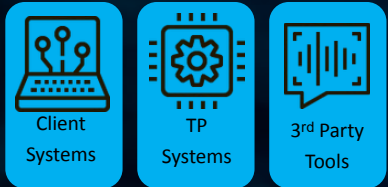


TP AI Powered Operations
AI Coach & Gamification

AI-Powered Operations

Data

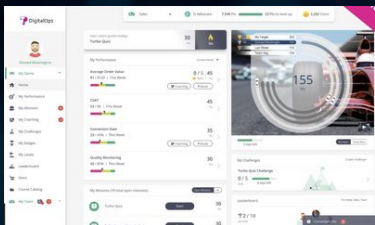
1 Consolidate across different Data Sources



2 Deploy Interaction Analytics to get a richer data set to drive insights and performance

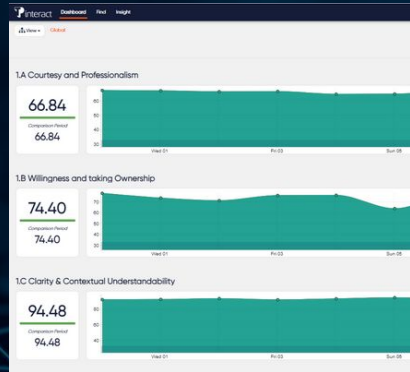
- Voice to Text Transcription
- Interaction Analytics Engine
- Lexicon/Key Words Tagging
- Correlation/Relationships

3 One Tool, One view across different Ops and Support positions



Insights

4 Root Cause Analysis
 $KPI = (TCD, Behavior, Behaviors)$



5 Top performer persona analysis & replication

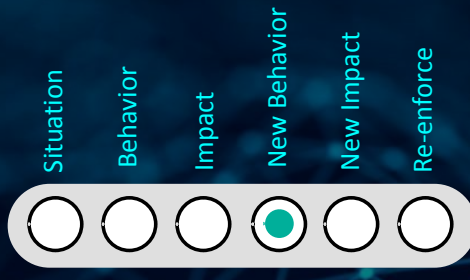


- Top Contact Driver
- Behaviors
- KPI Impact (+/-)



Actions

6 Insight to Action: Enable behavior change through Roles-Based actions.



- Coaching
- Recognition
- AI Driven Role-Plays
- Individual Challenges
- Frontline Staff
- Team Leader
- Manager
- Micro Learning
- Follow-Ups
- Nudges/ Games
- Team Challenges

Improvement

7 Leverage Analytics to objectively evaluate the effectiveness of a coaching intervention.

- Coaching Focus
- Targeted Behavior
- Educational Tools
- Expected KPI Impact

Coaching Effectiveness



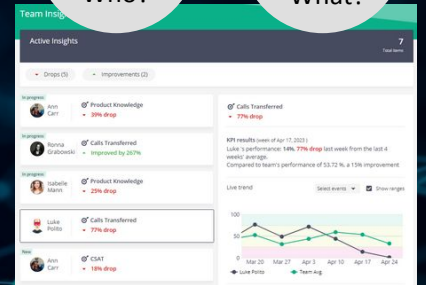
8 Effectively manage supervisor and managers on their ability to develop their people.

Validation

- C-Sat / NPS ▲
- FCR ▶
- Sales ▲
- Productivity ▲

Next Best Action

9 AI Coach : Empower agents to Self-manage and identify behaviors impacting performance and proven actions to deliver improvement.



10 Early Warning System – Identify at risk agents, Deploy targeted interventions to improve engagement.

