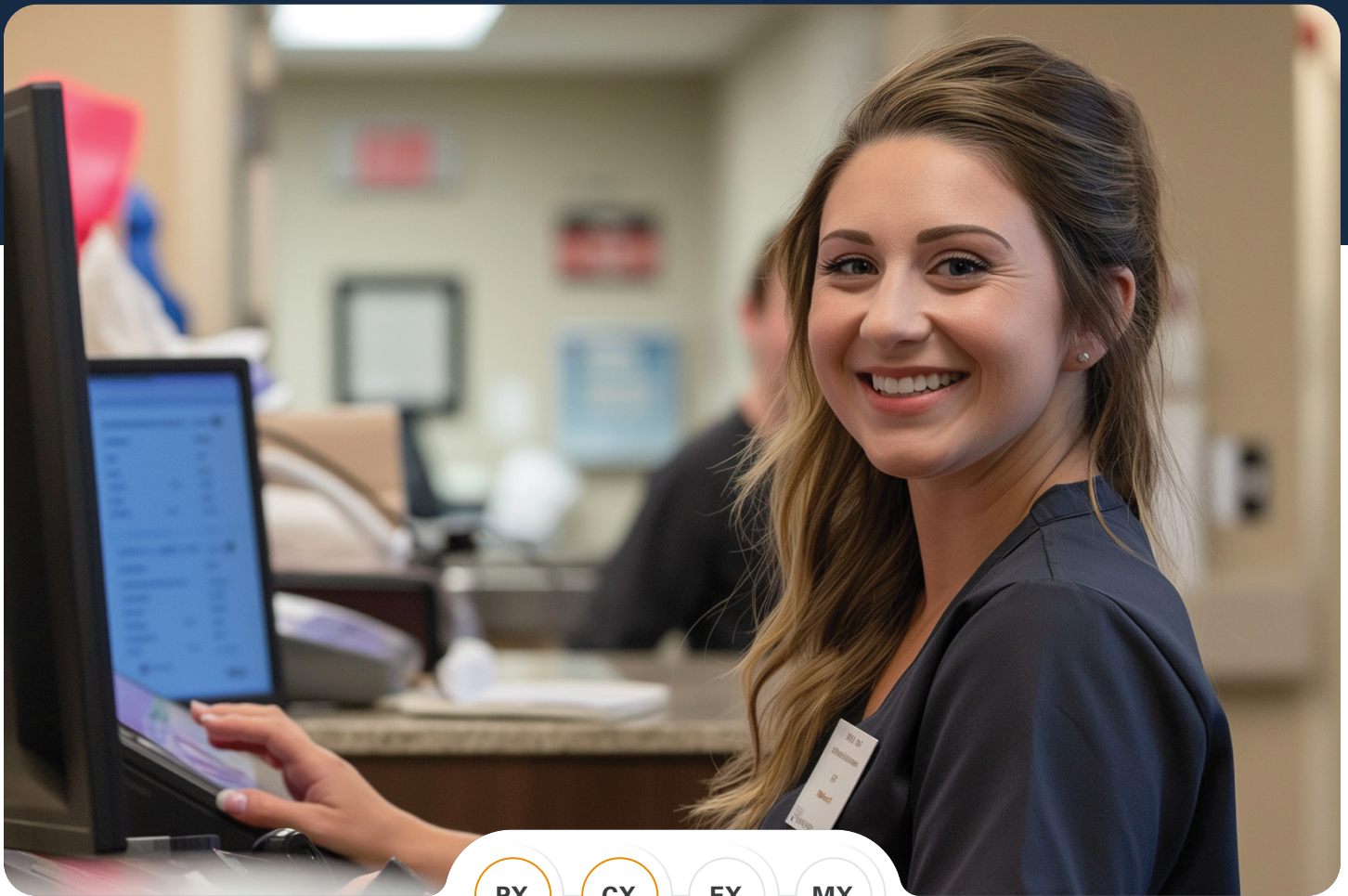


INTELLIGENT SUPPORT FOR THE *MOST HUMAN* HEALTHCARE EXPERIENCES

AI assisted service recovery that delivers outcomes with empathy



PATIENT | CONSUMER | EMPLOYEE | MARKET

Healthcare's most comprehensive experience management platform.

Timely responses to concerns and questions make healthcare safer, less confusing, and more human. Responding to service alerts, however, can be all-consuming for your advocates and care teams.

nAct supports your team with AI-assisted smart responses powered by Huey. With just one click, nAct drafts a response and suggests improvement measures to mitigate similar issues in the future. One more click and the reply can be sent directly to your patient or customer's email, edited as needed, or saved as support for a personal callback. nAct gives your organization the ability to spend less time writing and more time relating.

How nAct works



AI POWERED BY HUEY

Powerful, secure, private AI built exclusively for healthcare and trained uniquely on your organization's data to support timely, mission-critical responses to patient and customer concerns.



SINGLE-SCREEN INTERFACE

Review, draft, edit, and send responses all from the nAct window for an efficient, effective, and intuitive process that gives your team the time and confidence to respond consistently to patient concerns.



DON'T JUST RESPOND, nACT!

In addition to supporting a human response, nAct quickly recommends the next best actions to help your team address the root causes of the concerns it is monitoring, giving your organization the chance to make changes right now and get things right for the next patient.

It's about time!

What could you do for the healthcare experience if all your service alerts were resolved before you even finished your coffee?

- Visit with patients and families
- Connect with your team
- Coach your newest recruit
- Recognize top clinicians
- Co-design care with your community
- Revel in record-setting Net Promoter Score (NPS)

Empowering frontline teams with AI-driven service recovery

A screenshot of the nAct 'Send Response' interface. It features a 'Subject' field with a placeholder, a 'Message' field with a 'Generated message' callout, and an 'Improvement recommendation' callout. The interface is set against a dark blue background with a lightbulb icon.