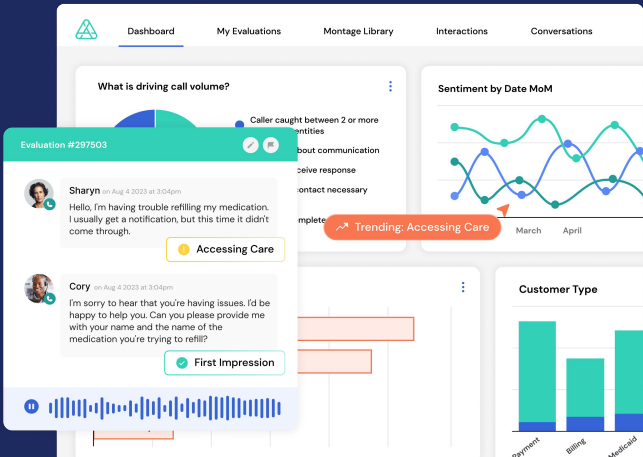




Harness the power of everyday conversations

Turn every day conversations into critical insights about customer retention, regulatory compliance, agent performance, and more.

Authenticx is the only platform that **exclusively specializes in conversation intelligence for healthcare** — allowing customers to use our proprietary AI to unlock the full value of existing data that is buried in customer conversations.



Intentional development and responsible deployment

As a pioneer in vertical specific AI, Authenticx is a leader in delivering reliable results for healthcare. Our method is simple—models developed with purpose, for a purpose.

45 days Average time to fully implement the solution + generate initial insights

100% Of training data used for model development is healthcare data

THE DIFFERENCE



Models built, maintained, and trained by a dedicated, in-house team using only healthcare-specific data: meaning **more reliable results**



Tools to **identify and escalate healthcare-specific issues** such as adverse events, HIPAA non-compliance, product quality complaints, etc.



Specialized LLMs and Generative AI models able to **address specific healthcare problems out-of-the-box**: dramatically reducing time to insights



HOW IT WORKS

Centralize all conversation types (calls, chats, emails, texts, etc.) in the Authenticx platform for analysis to ensure a comprehensive overview of all available feedback.

Analyze every conversation using proprietary, specialized AI along with human sampling to begin to structure your data.

Act on ROI based insights to eliminate barriers for your patients, improve call center operations, enhance agent performance, and so much more.

The Eddy Effect

Proprietary AI model that dynamically identifies areas of friction and common roadblocks experienced by your customers.

Safety Event Models

Automate the detection of adverse events, product quality complaints, and agent acknowledgement of these events.

HIPAA Compliance

Monitor for HIPAA compliance across your customer interactions to simplify reporting and automate escalations.

THE BENEFITS

Monitor for compliance in your interactions

Ensure agents and representatives are respecting privacy by adhering to call guides and automatically escalate any instances of non-compliance.

Identify drivers of customer retention

Organize and report on real-time feedback from members, patients, customers, and partners to understand what drives positive sentiment.

Tailor coaching for agents and representatives

Use real conversations to assemble training montages, create custom evaluations to score agent performance, and dramatically scale the number of interactions you can score + audit with AI.

Prioritize and take action with confidence

Improve visibility across all interactions to truly understand the biggest issues impacting your customers and your business, and move upstream to address them.