



CitiusTech GenAI Payer Agent Assist

Tailored for call center executives, CitiusTech's 'GenAI Payer Agent Assist' can help transform call center operations. This solution empowers call center agents to swiftly access and summarize essential details from varied sources, enabling them to provide more efficient and effective responses to member queries.

Agent Value Proposition

- **Intelligent Information Retrieval:** Extracts relevant and precise data quickly from various sources like member databases containing plan particulars, claims records, demographic information, and member benefit booklets
- **Conversational Summary:** Clear and concise conversational responses to queries provided by agents enabling them to resolve member questions swiftly and comprehensively
- **Personalized Outreach Content:** Automate personalized communication in order to enhance member experience
- **Consistent Communication:** Enables agents to ensure every member interaction is consistent, with responses aligned to organizational standards, and regulatory guidelines and minimizing the risk of errors

Member Value Proposition

- **Faster Query Resolution:** Members can quickly get answers and a better understanding of their benefits
- **Reducing Call Transfers:** By enabling agents to handle a broader range of member queries, the need to transfer calls to other agents is significantly reduced which helps provide a more pleasant member experience

