

Enabling Deeper Patient Engagement with Progress NativeChat



DR. SHTEREV HOSPITAL

COMPANY Dr. Shterev Hospital	INDUSTRY Healthcare
PRODUCT Progress NativeChat	COUNTRY Bulgaria

With a chatbot developed with Progress® NativeChat, Dr. Shterev Hospital reduced the workload of their contact center staff by **49%** through the automation of repetitive tasks. This enabled the team to spend more time on patient calls that require deeper engagement. **The result: improved customer satisfaction ratings.**

CHALLENGE

50-60% of the hospital's contact center resources were consumed by supporting repetitive inquiries such as booking appointments and checking physician schedules.



SOLUTION



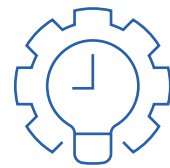
Automated support of patient scheduling and FAQ-related inquiries



As simple to train as a contact center agent—less than two weeks

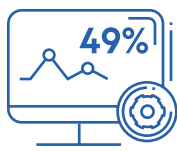


Easy integration with hospital's ERP system for record management



Adapts and learns without ongoing and costly developer support

RESULTS



49% reduction in repetitive workload of hospital's contact center staff



Patients can book appointments and check schedules 24/7 without ever waiting on hold



Enables staff to spend more time on patient calls requiring deeper engagements



Significant improvement in customer quality scores

“Enabling our patients to book appointments using a chatbot developed with NativeChat on social media is an excellent addition to our strategy for improving the healthcare experience.”

IVAN TODOROV
MARKETING DIRECTOR,
DR. SHTEREV HOSPITAL

Innovative chatbot assistants. Use an AI-powered self-service chatbot to empower customer service excellence.

[LEARN MORE](#)

