AWS re:Invent

HLC301-R

Healthcare call center automation with Amazon Connect

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Agenda

Objectives of the session

What are we going to build?

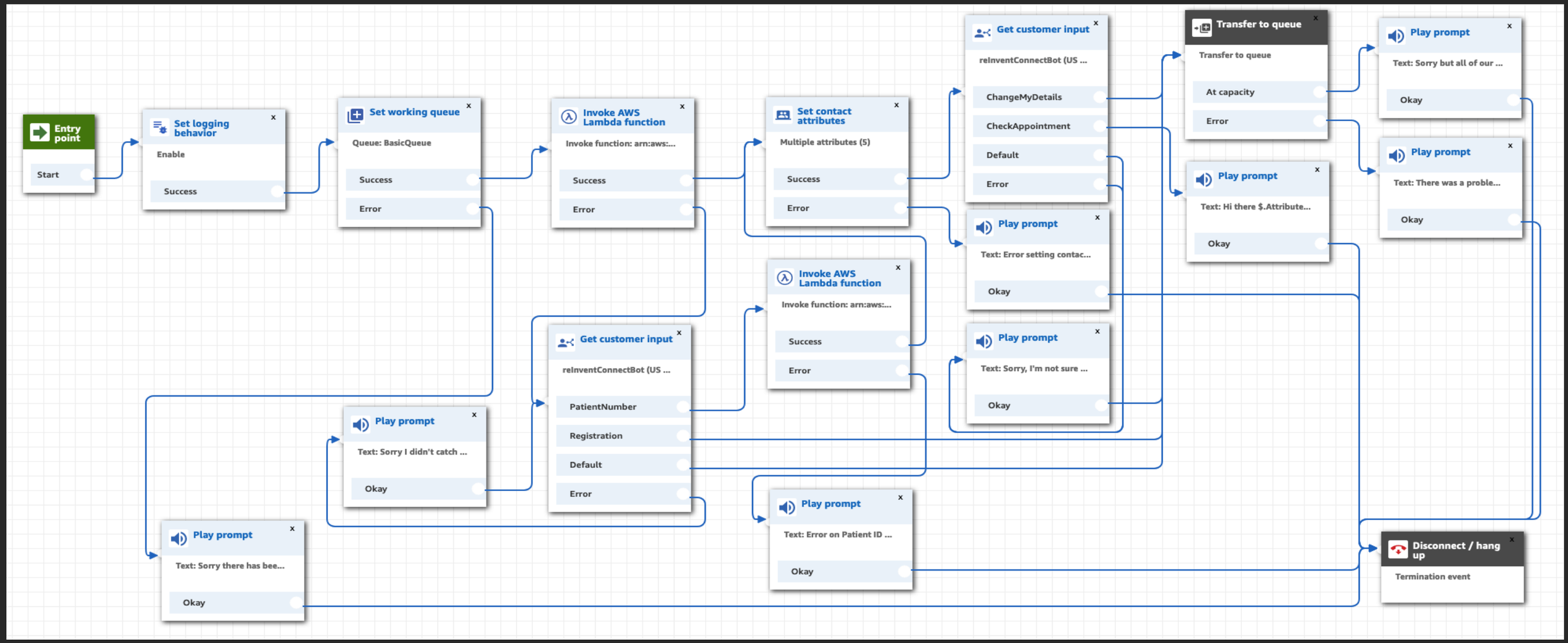
Related breakouts

HLC307 – Creating a personalized digital front door for Healthcare patients

Objectives of this session

- Provide an automated contact flow that gives patients the ability to:
  - Check appointment details
  - Update personal details
  - Register for the service
- Automate where possible
  - Check a patient phone number and pull data ready for use
  - Allow a patient to provide their unique patient ID number if required

What are we going to build?



Let’s build!

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Instructions

http://connect-builder-session-reinvent-2019-assets.s3-website-us-east-1.amazonaws.com/

Thank you!

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