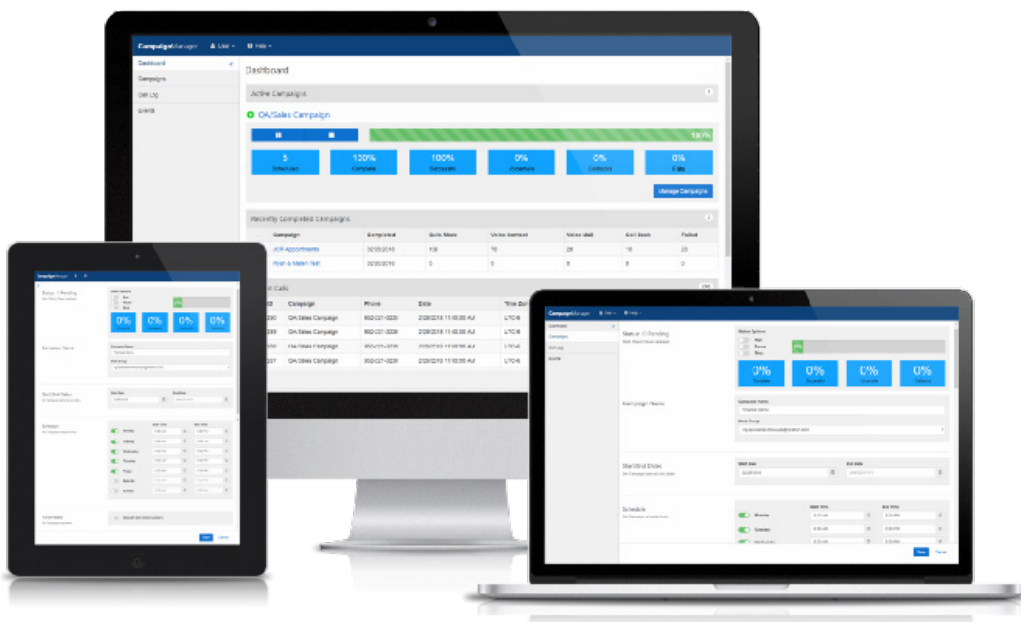


# Campaign Manager Solution

Amid the digital transformation that is occurring in the healthcare industry today, healthcare organizations are finding it necessary to rethink the way they communicate with patients. Advancements in technology are making the automation of outbound patient engagement more simple than ever before. Campaign management solutions can increase efficiency and effectiveness of contact center agents and, most importantly, provide a greater quality of care to patients.

Automate outbound customer and prospect engagement with our Campaign Manager Solution. Campaign Manager interacts with Revation's LinkLive suite and can be connected to almost any type of customer data. Users can easily create, manage and coordinate ongoing outbound campaigns for voice and text to patients. The application offers a dashboard view that displays active campaigns and recently completed campaigns, as well as recent calls and events in the system.

Campaigns can be set to run in five different modes. Configuring campaigns is a simple process and the status of campaigns can be easily changed whether they are pending, currently running, pending/paused/stopped or have been completed. Call Lists can be uploaded to campaigns directly by the user in the application and multiple lists can be added to a single campaign. Customizable schedules for campaigns allows users to define the days of the week and the times for the campaign to run.



The solution has a feature to enable Telephone Consumer Protection Act (TCPA) parameters for campaigns to comply with auto-dialed call regulations. Automated actions for campaigns enables users to select actions and voice messages for primary and alternative phone numbers. Voice messages can be created with personalized text-to-speech capabilities, simplifying the creation of outbound engagement campaigns.