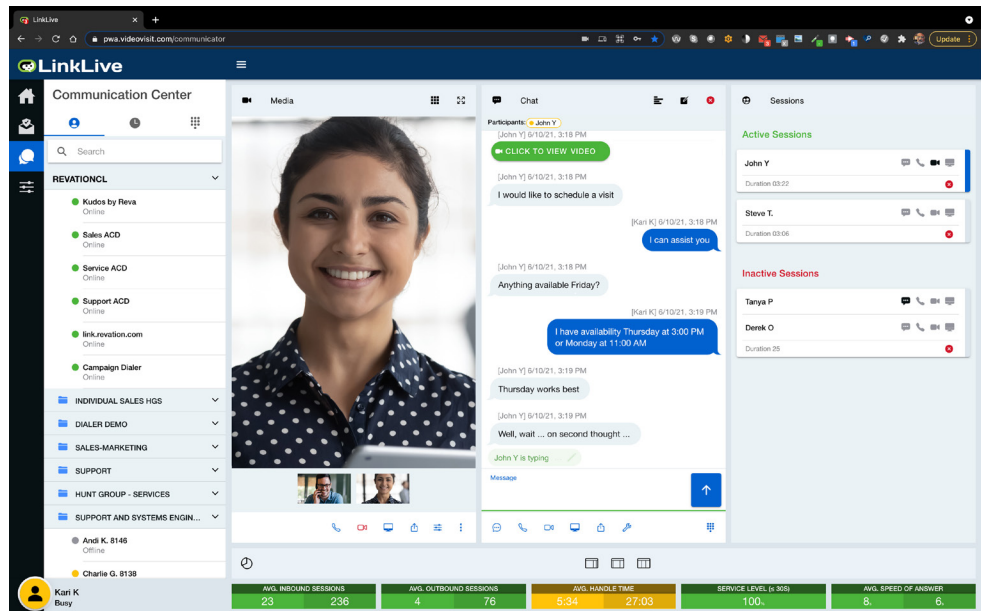


The LinkLive digital collaboration platform is a complete solution for organizations meeting the demand for digital customer service and digital collaboration. LinkLive for healthcare improves agent productivity with its leading voice and video communications.

LinkLive delivers an integrated, cloud configured experience that reduces deployment time to provide an immediate ROI. We offer LinkLive for healthcare in which healthcare organizations can implement a variety of solutions to match their digital engagement needs.



LinkLive's Communication Center

## GENERAL PRACTICE & SPECIALTY CLINICS

With challenges such as adopting new technology to improve patient-provider communications and simplifying delivery of telehealth amid today's increasing requirements, LinkLive is ideal for general practice and specialty clinics. LinkLive simplifies and improves the patient experience while simultaneously improving provider satisfaction.

## REGIONAL PROVIDER & STATE-CENTER POPULATION HEALTH SYSTEMS

As healthcare systems face staffing shortages and low patient satisfaction levels, LinkLive offers advanced communications technology for demanding contact center environments with features that are tailored for enabling next generation AI and human-based supervision. LinkLive helps health systems enhance both the patient and employee experience while controlling the bottom-line.

## MULTI-STATE PAYER PROVIDER SYSTEMS

Complex, aging infrastructure poses privacy and security concerns in today's digital world and are frequently used by payer provider systems. LinkLive offers customizable solutions that modernize and simplify patient access, scheduling and care coordination without creating risk for patients and practitioners.

## LINKLIVE BENEFITS

- HIPAA Focused Cloud Contact Center: includes voice, chat, text, video, and more for scheduling, nurse triage, patient placement and specialty groups.
- Cradle-to-Grave recording of chats, calls, texting and more
- Advanced Reporting for Agent Score Cards, Wallboards and Real-time KPI Access from Anywhere on Any Device
- 24x7x365 Service with Real-Time Human Support
- Sophisticated One Call Does All Patient Placement Workflow: Reducing callbacks to referring providers in addition to unlimited inbound/outbound calling and internet/public telephone network calling
- Options for Super Simplified Telehealth and Video Applications