# The Advantages of Agent Guidance for the Patient Experience

In healthcare customer service settings, agents need to be quick on their feet during phone interactions. As patient inquiries increase in complexity, one solution ensures that agents have everything they need to ensure smoother interactions and satisfied patients: agent guidance.

## What is Agent Guidance?

Infinity's agent guidance solutions help streamline and clarify interactions surrounding appointment settings or complex inquiries. By providing your agents with the right guidance at the right time, Infinity's solutions ensure that healthcare call center agents are better equipped to deliver consistent, professional, and patient-centric service.
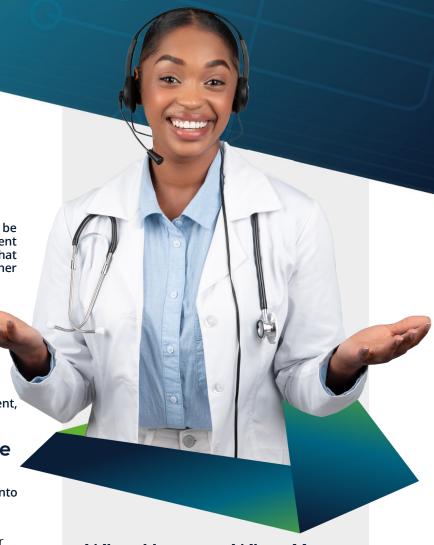
## How Can Agent Guidance Help the Patient Experience?

When healthcare call centers embed agent guidance into their workflows, agents can:

▶ **Comply via Guided Scripts:** Standard phrases like "This call is being recorded for quality assurance" or "Thank you for calling" will be made with each call.

▶ **Deliver Accurate Appointment Matching:** Patients get paired with the correct doctor at the right location, minimizing rescheduling and missed opportunities for hospitals.

▶ **Handle Any Curveballs:** Reduce escalations by giving agents the tools and support to resolve unexpected inquiries without waiting for a supervisor to come help.

## Start Your Agent Guidance Journey Today

Agent Guidance by Infinity turns the goal of achieving a seamless patient journey into a standard at your organization. With Agent Guidance as part of the Infinity Maestro suite, your team will receive personalized support to build tailored call flows that meet your unique needs. Try Agent Guidance for free today when you contact us to get started.

## What Happens When You Choose Agent Guidance by Infinity?

▶ **Accelerate Agent Onboarding:** Skip long training sessions—agents can be up to speed and working on the frontline almost immediately.

▶ **Agent Consistency:** Even the least experienced team members will be as effective as your top performers.

▶ **Save Costs:** Minimize time and money spent on training and reduce patient no-shows with accurate appointment coordination.

▶ **Enhance the Patient Experience:** Deliver professional patient services that reflect positively on your organization.