XIMA™

Health Care

Strengthening Contact Center Stability and Building a Healthcare-Ready AI Foundation with Xima

Exceptional
Platform
Stability

Deep
Operational
Visibility via AI

Responsible Path
to
Healthcare AI

Customer Overview

This healthcare customer operates a complex, healthcare-focused contact center supporting high-volume, highly regulated patient and member interactions. The environment requires exceptional platform stability, real-time operational visibility, and strict safeguards to ensure compliance and patient safety.

The contact center team partners closely with Xima to ensure their contact center platform supports both daily execution and long-term transformation.

Challenge

- Platform instability and outages with previous providers
- Limited visibility into performance and compliance
- Workforce complexity driven by variable healthcare demand

Solution

- Unified UCaaS/CCaaS platform across channels
- Highly stable contact center infrastructure
- Cradle-to-grave speech analytics with AI-powered transcription

Benefits

- Exceptional platform stability and renewal confidence
- Heavy adoption across supervisors and agents
- Actionable operational visibility and insights
- Clear path to AI adoption in healthcare

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— VP of Health Plan Operations

Why Xima

The customer selected Xima's UCaaS and CCaaS platform based on three core decision drivers identified during the original purchase:

- Improved visibility into speech analytics, call trends, compliance, and risk

- Optimized staffing efficiency, supported by forecasting and workforce insights

- A stronger contact center strategy, designed to scale and evolve with AI

The Solution

Xima deployed a unified UCaaS/CCaaS platform supporting the customer's agents, supervisors, and operational leaders across channels.

Key solution components include:

- Highly stable infrastructure, minimizing outages compared to the customer's previous platforms

- Robust reporting and analytics, actively used by leadership for daily operations

- Cradle-to-grave speech analytics, including AI-powered transcription and sentiment analysis

Exceptional Stability and Renewal Confidence

The customer evaluates success by platform dependability and its ability to support operations without disruption. Xima's platform reliability has been a defining success metric.

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Heavy Adoption and Growing Usage

This highly engaged Xima customer is leveraging the platform for:

- Sustained, high call volumes across all channels
- Frequent supervisor monitoring and real-time views
- Regular use of reports and dashboards
- Cradle-to-grave analytics for complete interaction visibility

Actionable Operational Visibility and Insights

This healthcare integrator relies on Xima reporting to quickly detect issues and guide decisions:

- Real-time wallboards for adherence and service level monitoring
- Daily, weekly, and month-to-date performance reports
- Call arrival pattern analysis to ensure calls are answered within 30 seconds

Rather than static reporting, this customer uses data to identify anomalies, investigate root causes, and adjust staffing and processes.

Xima and this healthcare customer are building the future of their partnership around responsible, healthcare-ready AI. The customer is actively engaged in Xima's AI roadmap, working closely with the team to share real-world use cases and operational needs that will shape future AI capabilities designed to improve their contact center.

These tools reduce manual QA effort while preserving the consistency, transparency, and auditability required in regulated healthcare environments.

Together, the two are focused on using AI to improve efficiency, reduce handle time, and enhance agent and patient experiences—without compromising safety, compliance, or care quality.

Conclusion

By partnering with Xima, this healthcare integrator has:

- **Achieved exceptional contact center stability**
- **Gained deep operational visibility through analytics and AI**
- **Established a clear, responsible path to AI adoption in healthcare**

As the customer continues to scale and modernize its contact center, Xima remains a trusted partner—committed to listening, iterating, and building technology that meets the realities of healthcare operations today and tomorrow.

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Page 5