

Parlance Company Profile

Omni-channel AI that delivers measurable ROI in 30 days

Parlance delivers HIPAA-compliant AI agents across voice, SMS, and web chat channels that transform healthcare communication and contact center operations. Our omni-channel platform automates workflows at the digital front door, meeting patients where they are.

Hundreds of leading health systems, enterprises, and higher education institutions rely on Parlance to modernize customer engagement, minimize effort across all touchpoints, and reduce operational costs.

For over three decades, Parlance has been a trusted provider of speech-driven IVR (interactive voice response) and IVA (intelligent voice assistant) solutions. We have completed hundreds of implementations for health systems nationwide, from smaller facilities with revenues in the hundreds of millions to systems exceeding \$75 billion in annual revenue.

Parlance was founded in 1996 and serves thousands of hospitals and clinics. Our proven track record demonstrates the financial stability and operational expertise healthcare organizations require. As part of \$59 billion Constellation Software, Parlance eliminates the risk inherent in venture-backed alternatives, while delivering measurable ROI within 30 days.

Omni-Channel Solutions

Meeting Patients in Their Preferred Channel

Voice



Intelligent voice assistants (IVA) handle inbound calls with natural conversation, to intelligently route calls automate appointment scheduling, or provide responses to FAQs. Proprietary name recognition technology delivers unmatched accuracy for healthcare-specific terminology and proper names.

SMS / Text



Asynchronous patient communication for appointment reminders, two-way scheduling, prescription notifications, and conversational self-service. Patients can text to reschedule appointments, get answers to FAQs, or directions — all HIPAA-compliant.

Web Chat



Real-time conversational AI integrated into health system websites and patient portals. Patients receive instant answers, manage appointments, and connect to the right department without phone calls or form fills.

Unified Platform Benefits

Seamless Integration

- Consistent patient experience across all channels
- Single AI platform powers voice, SMS, and web chat
- Integrated with EHR, telephony, and contact center platforms
- Unified analytics and reporting across channels
- HIPAA-compliant across all communication modes

Measurable Impact

30 DAYS	Time to ROI
40%+	Agent time savings
24/7	Patient self-service
80%+	Automation rate

Healthcare-Focused Excellence

Patient Experience & Compliance: Parlance makes the patient journey simple, conversational and efficient across every channel. Whether healthcare consumers prefer calling, texting, or web chat, they receive consistent, intelligent support powered by our unified AI platform, integrated into your EHR, telephony, and contact center systems. All channels maintain HIPAA compliance and security standards.

Conversational AI Across All Channels: Our omni-channel IVA supports frictionless self-service across voice, SMS, and web chat. With generative AI at the core, Parlance drives natural and adaptive conversations. Parlance proprietary phonetic technologies enable natural interactions that help patients connect to the people and services they need, manage appointments across, and get instant answers to FAQs.

Intelligent Routing & performance Guarantee: At the switchboard and in the contact center, Parlance intelligent routing works seamlessly across channels, delivering consistent performance whether patients call, text, or chat.

* Our customer solutions team is unmatched in their expertise, with an average 10+ year tenure. Our managed service delivery assures proven results with less effort from your health system's IT department.

Healthcare: IT Help Desk

Omni-Channel IT Support Automation: Parlance conversational AI solutions transform IT help desk operations by automating routine tasks and streamlining support workflows across voice, SMS, and web chat channels. The intelligent virtual assistant (IVA) provides immediate ROI through:

- Automated password resets across all channels
- Instant FAQ responses via voice, text, or chat
- Ticket management integration with seamless escalation
- 24/7 self-service support — reducing agent workload
- Channel flexibility — meet users where they are / choose their preferred method of communication

Parlance enables IT help desks to deliver faster, more efficient support while freeing IT agents to focus on complex technical issues requiring human expertise.



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