Parlance Overview

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Parlance is a Software as a Service company leveraging intelligent speech technologies to improve the caller experience for leading organizations nationwide. Hundreds of health systems, higher education institutions, and enterprises rely on Parlance to support excellent calling experiences and reduce the cost of call navigation.

Since 1996, Parlance has been committed to the idea that callers deserve friction-free, speech-driven access to the resources they need inside large enterprises. Today's technology offers us the opportunity to elevate the calling experience with conversational AI. With Parlance HIPAA compliant IVRs and IVAs, callers speak naturally to navigate to the right resource or accomplish simple tasks. Agents, free from the burden of overwhelming call volume, appreciate the deflection of repetitive tasks and can work at the top of their skillset.

Healthcare

Parlance solutions are purpose-built for the healthcare switchboard and call center. The Parlance caller journey is simple, conversational, and efficient. Powered by robust technology, integrated into your health system's EHR and contact center platforms, and managed by Parlance CX experts, our intelligent virtual assistant delivers excellent patient experiences and reduces the time your agents spend on routine tasks.

In the call center, the Parlance IVA supports frictionless self-service. A combination of conversational AI / NLP / NLU and proprietary phonetic tools and technologies support natural interactions with patients to help them connect to the people and services they need inside the health system, as well as to get answers to frequently asked questions (FAQs).

At the switchboard, Parlance guarantees performance, delivering offload from PBX operators that is unrivaled in the industry. Our customer solutions team is unmatched in their expertise, and our managed service delivery assures proven results with less effort from your health system's IT department.

IT Help Desk

Parlance conversational AI solutions transform IT help desk operations by automating routine tasks and streamlining support workflows. The intelligent virtual assistant (IVA) provides immediate ROI through automated password resets, FAQ responses, and ticket management integration. Parlance enables IT help desks to deliver faster, more efficient support while freeing IT agents to focus on complex technical issues requiring human expertise.