

Conversational AI — Künstliche Intelligenz im Krankenhaus

Die Referenten stellen sich vor



Uwe Pranghofer

Head of
Healthcare Business



Patrick Haßler

Sales Specialist
Healthcare



Jürgen Urbitsch

Moderator

Was sehen Sie?



#Current HealthCare ECO System

Stakeholder



ePA

apps

Devices

(Patienten-entertainment)

Docs

(Thieme)

more Apps

(Silo, SAS, ...)

Cloud Services

(CRM, Salesforce, ...)

Medial apps

(VCT, Indoor Navigation, Bed assignment, Payment...)



Office

(O365 apps, Google Docs,..)

Hospital Information System

(Cerner, Daedalus, FHIR, ...)

Patient Portal

(Thieme, samedi, mdoc, ...)

Patient



Employee



UC & Collaboration

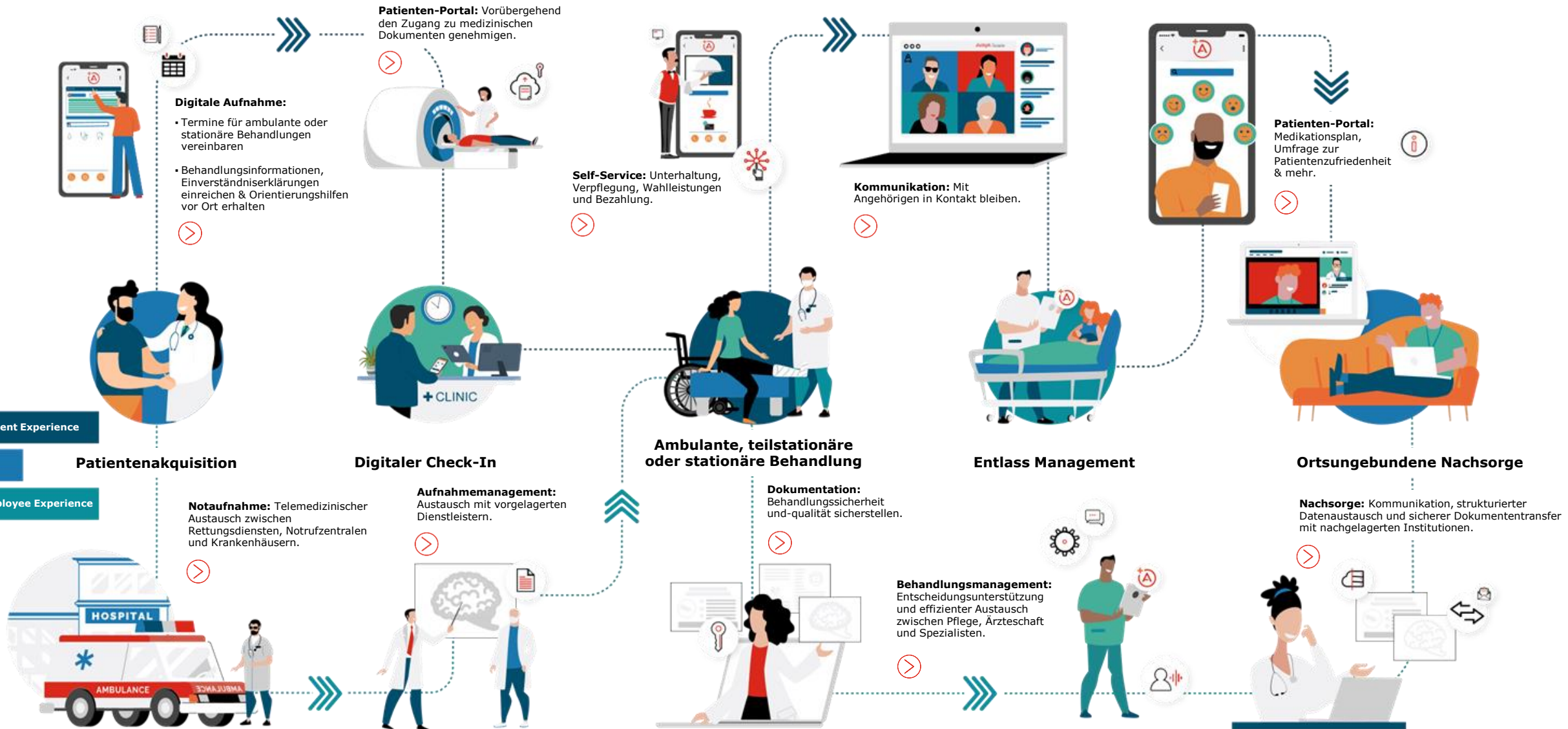
AVAYA

... others

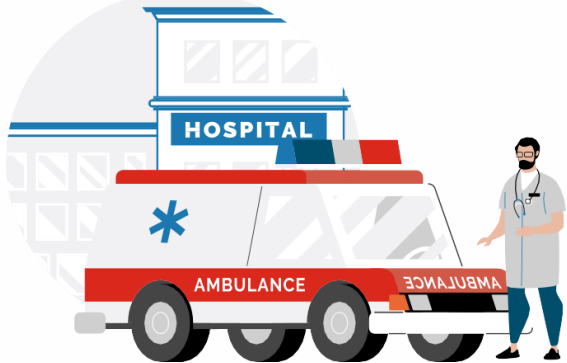


Digital Patient & Employee Journey

Digital Patient Experience
Journey
Digital Employee Experience



#Avaya Medial Platform



**Clinic buys KHZG
compliant
Solution
independent of
Avaya**



Patient



Employee



Stake holder



Avaya Platform

Avaya Communication APIs

Avaya Experience Platform

AI Bot infused – elastic, flexible, composable

Widget 4 Docs

(Avaya AXP)

**SpinSci
Middleware**
(HL7, FHIR,
private APIs, ...)

AI

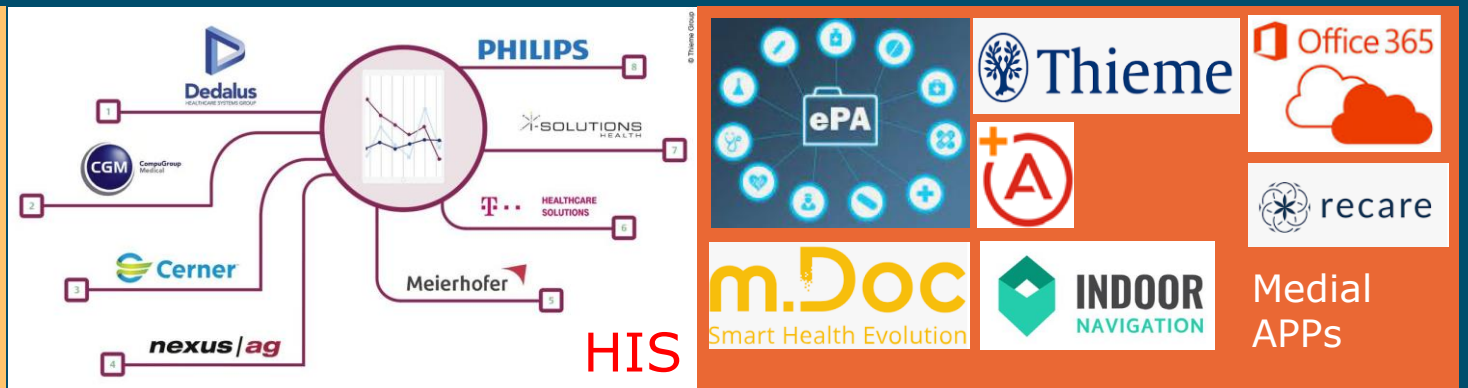
**Manufacturer independent
integration**

AVAYA

UC & Collaboration



... others



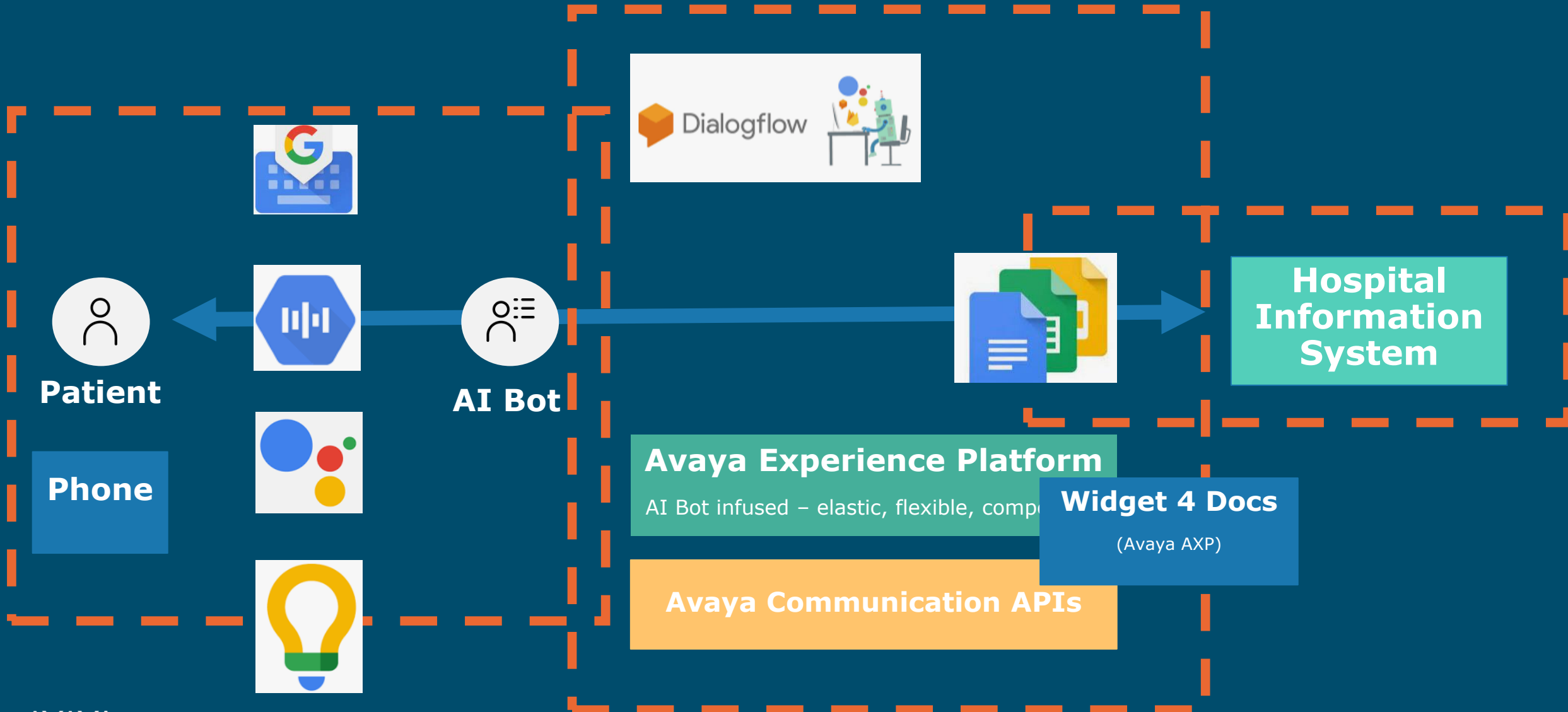
Interoperability - all sponsorship possible

Use case patient call

Video AI Bot



AI Bot – Possibilities of Interaction



Use case live agent

Video Live Agent



Avaya Experience Plattform



AI
Bot

Avaya Experience Plattform

AI Bot infused – elastic, flexible, composable

Future Avaya Plattform

Contact Center aus der
Cloud

Strategic Partners



**Clinical information
sheets**

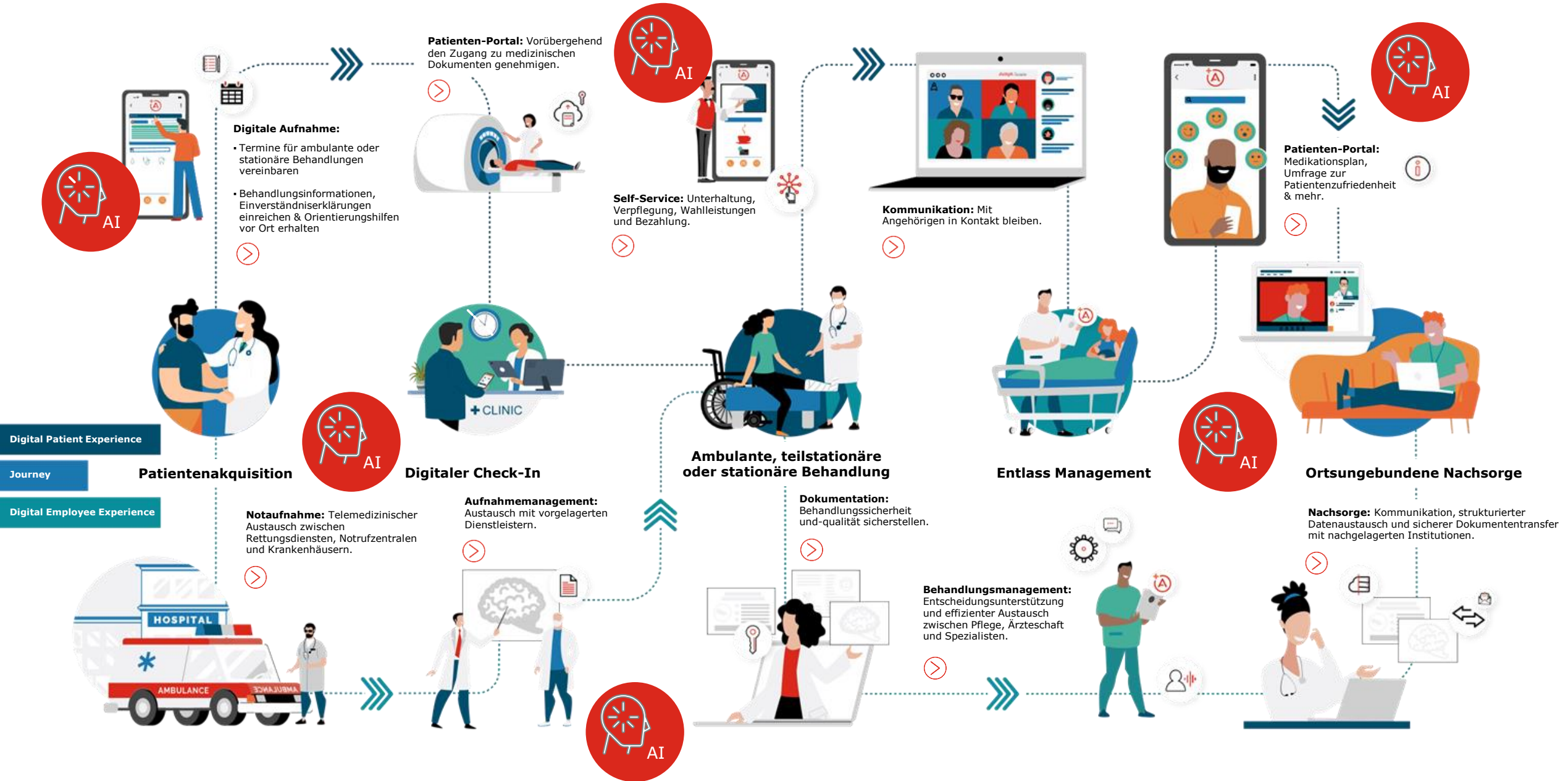


**HIS Hospital
Information System**



**Integrationplatform
KI-Analysis**

Digital Patient & Employee Journey



KHZG

**Clinic buys KHZG compliant solution
independently from Avaya**

Interoperability - all sponsorship possible

**Manufacturer
independent
integration**

Works with ...

**Inventory
keeping**



Thanks for your visit

**Contact us for further
information**

uprangofer@avaya.com

phassler@avaya.com

AVAYA

Experiences
That Matter

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www.avaya.com