hyro

Product Overview

2020

Content clutter and information overload are causing communication issues between healthcare providers and their patients.

7/10

Seven out of ten people feel websites have become **too complicated**

Lifeline IT

Both companies and patients believe that conversational AI can reduce this friction
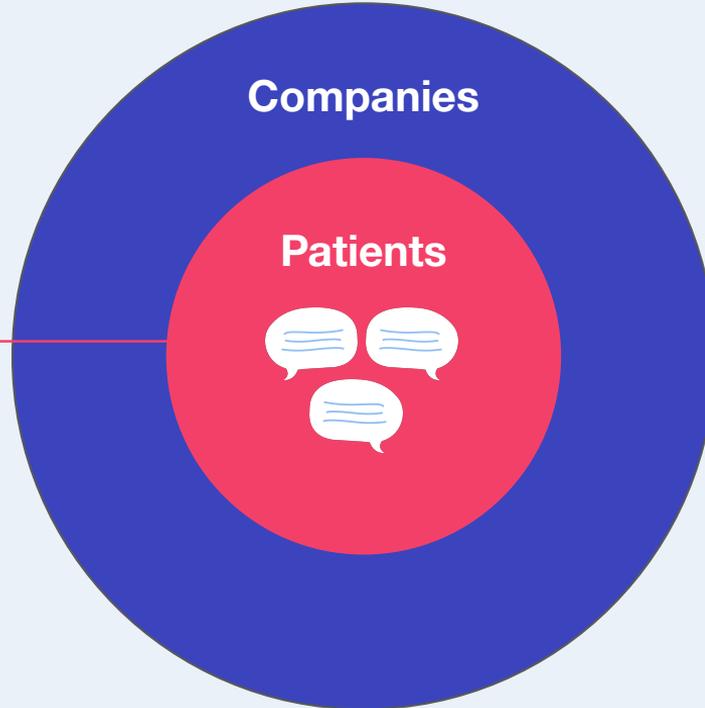
69% of consumers

prefer AI for quicker communication
*State of Chatbots, 2018 Report

72% of consumers

place **higher trust** in the company upon having **good experience with a voice/chat assistant**
*Capgemini

Companies

Patients

80% of businesses

plan to **add conversational interfaces** by end of 2020
*Gartner

50% of large, consumer-centric enterprises

will support **conversational AI UX** by the end of 2020
*Gartner

hyro

But 99% of enterprises can't successfully deploy and maintain conversational interfaces

Expensive and
time consuming

Require NLP or
ML expertise and
mountains of data

Limited
scalability

hyro

Hyro creates plug & play conversational AI assistants (chatbots and voice assistants) by seamlessly ingesting information from data sources

Scrape	Translate	Understand	Embed

Hyro **scrapes** existing data sources (website, DBs, APIs, etc.)

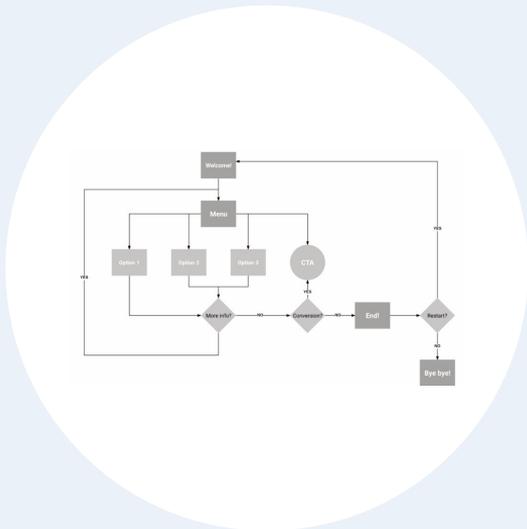**Translates** the data to a knowledge graph (KG) queryable by natural language

Adds natural language **understanding** layers

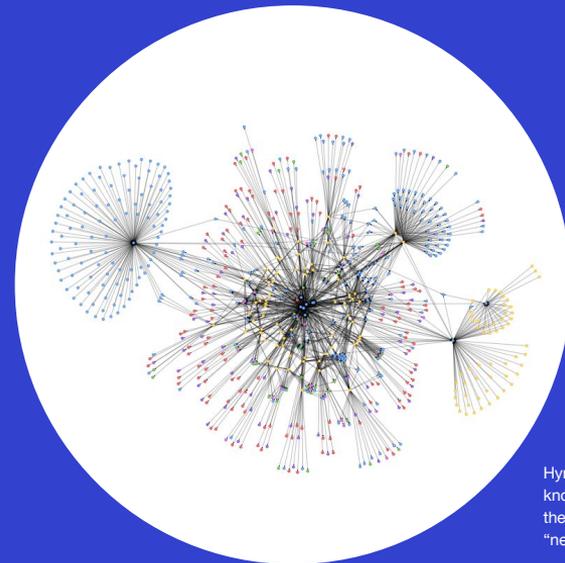Generates a conversational AI assistant that can be easily **embedded** on various platforms

Most conversational solutions

Limited "intent-based" flows

Predefined playbooks and limited state machine learning requires **thousands** of examples **per intent**

hyro

Hyro's actual knowledge graph of the keyword "neurology"

Open "intent-less" conversation

- Automatic **knowledge graph** based on existing content
- Learning requires few dozens of examples overall

Seamless Deployment

- Plug & play deployment in days
- Automatically enriches and embeds data without any taxing business efforts
- No building platform, predefined playbooks or training data required

Zero Maintenance

- Updates conversations daily based on content
- Automatically learns and improves over time
- Scales effortlessly with record speed

Hyro's clients report better engagement, CSAT scores and conversions.

Weill Cornell Medicine needed to increase engagement for digital patient services which were underutilized due to overwhelming amounts of data and navigation issues. Hyro helped Weill to focus on increasing converted online appointments by deploying a conversational interface that helped patients find the right physician and book easily using voice and text.

"What attracted us to Hyro was the sophistication and flexibility of their approach. They adapted to us rather than us having to adapt to them. Their ability to quickly add and scale new use cases with little client-side maintenance is increasingly valuable in a world where digital engagement has become essential."

Curtis Cole, CIO OF WEILL CORNELL MEDICINE
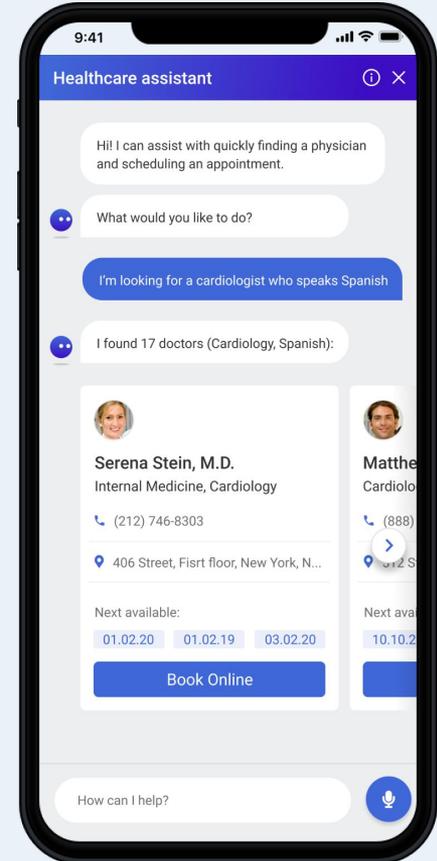
+46%
Conversion Rate for Appointments

+600%
Session Duration on Website

-31%
Website Bounce Rate

Other Notable Deployments in Healthcare

A stellar patient journey starts with **hyro**

Request your demo today

www.hyro.ai | contact@hyro.ai | Microsoft Azure Marketplace