

# VOICE AI CUTS PROVIDER DISCOVERY TIME BY 50%

40-50% FASTER MATCHING & 30% HIGHER BOOKING COMPLETION

Voice-Enabled AI Experiences | Digital Mental Health Platform



## INFLECTION POINT

- Fragmented provider discovery requiring deep platform familiarity | Static search pages lacked real-time intelligence and failed to respond to dynamic user intent or conversational inputs
- Multi-step booking flows caused drop-offs due to form fatigue and limited accessibility | Existing interfaces had no support for natural, real-time voice interactions
- Chat interactions remained siloed, failing to persist context across anonymous and logged-in sessions | Disconnected AI experiences limited trust and booking continuity
- No architecture capable of supporting real-time voice and text at scale | Growing demand required a low-latency, production-ready AI foundation across all patient touchpoints

## EXIQO™ ENGINEERED FIX

**OptimaAI Platform:** Voice-enabled AI avatar connected to live search APIs, enabling real-time, symptom-based provider filtering and dynamic discovery that reduced provider matching time by 40–50%

**Context Engineering:** AI Provider Assistant embedded within profiles, scoring match quality, comparing options, and persisting session context across anonymous and logged-in user states to eliminate drop-off

**AI SDLC Playbook:** Voice-driven booking assistant filled form fields conversationally, replacing multi-step manual flows and improving booking completion by 30% through guided, accessible interactions

**AI-EV Program:** Scalable, low-latency architecture (React, NestJS, WebSockets, GPT streaming) — enabling 2x session engagement and rapid expansion across search, booking, and dashboard workflows

50%

faster provider discovery via real-time symptom-based voice filtering

30%

improvement in booking completion via voice-guided field filling

2x

increase in session engagement with real-time voice and intelligent suggestions