Progress NativeChat

SUCCESS STORY

Dr. Shterev Hospital Increases Appointment Bookings by 30% with NativeChat

Using a chatbot developed with Progress® NativeChat, Dr. Shterev Hospital reduced the workload of its contact center by 49%. This enabled the customer service team to spend more time on patient calls that require deeper engagement, resulting in improved customer satisfaction ratings and more bookings.

·DR. SHTEREV·
HOSPITAL

COMPANY
Dr. Shterev Hospital

INDUSTRY
Healthcare

PRODUCT
Progress NativeChat

COUNTRY
Bulgaria

CHALLENGE

Handling upward of 500 patient calls daily, Dr. Shterev Hospital's contact center was overwhelmed with calls regarding appointment scheduling and booking.
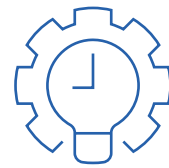
SOLUTION

NativeChat provides self-service customer care, enabling patients to book appointments without a human rep
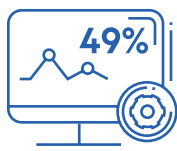
Unlike other chatbot frameworks, NativeChat uses AI to create natural conversations—no overly complex decision trees

Kinvey Chat chatbots can be trained up to 10-15x faster using historical data and examples from backend systems

RESULTS

49%

NativeChat chatbot reduced contact center workload by 49%

Helped increase appointment bookings by 30% and improve the patient experience

Unlocked a new communication channel with patients via online self-service

"Enabling our patients to book appointments via social media using a chatbot developed with Kinvey Chat is an excellent addition toour strategy for improving the healthcare experience."

IVAN TODOROV
MARKETING DIRECTOR,
DR. SHTEREV HOSPITAL

Deliver AI-powered self-service chatbots for modern apps with Kinvey Chat.

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