NEOVANCE

Pioneering Agentic AI for Patient Assistance Programs

Deploying Nova 2 Sonic AI voice agents and automated SMS campaigns to automate patient support, achieving 14% AI containment and an 84.3% quality score from Day 1 with zero Sev1 incidents.

THE CHALLENGE

- Patient Assistance Program required AI-first automation without compromising empathy or care quality
- Specialty pharmacy prescription management was entirely manual and resource-intensive
- No automated patient engagement—all outreach was handled by human agents
- Project timeline compressed by one month due to customer mandated deadlines
- Changing and inconsistent test data during build and UAT phases

THE SOLUTION

- Built and deployed 2 Nova 2 Sonic AI voice agents for patient hub and specialty pharmacy
- Integrated Amazon Bedrock and Amazon Q for intelligent, knowledge-driven responses
- Deployed outbound SMS and voice campaigns for proactive patient engagement
- Built SMS bot for inbound prescription refill requests and outbound status updates
- Integrated with the client's Engagement Platform (CRM) and Enterprise Pharmacy System

~14%

DAY 1 AI CONTAINMENT

Calls resolved autonomously by AI without human agent escalation, with clear path to improvement

84.3%

AVERAGE QM SCORE

AI-generated quality management score across all automated interactions

0

SEV1 INCIDENTS AT GO-LIVE

No platform instability, no critical incidents, and stable routing observed throughout Day 1 and hypercare

Technology Stack: Amazon Connect · Amazon Nova 2 Sonic · Amazon Bedrock · Amazon Q in Connect · Amazon Lex · Amazon Contact Lens · Apollo by CloudInteract · Amazon DynamoDB · Amazon Pinpoint (SMS) · AWS Lambda

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