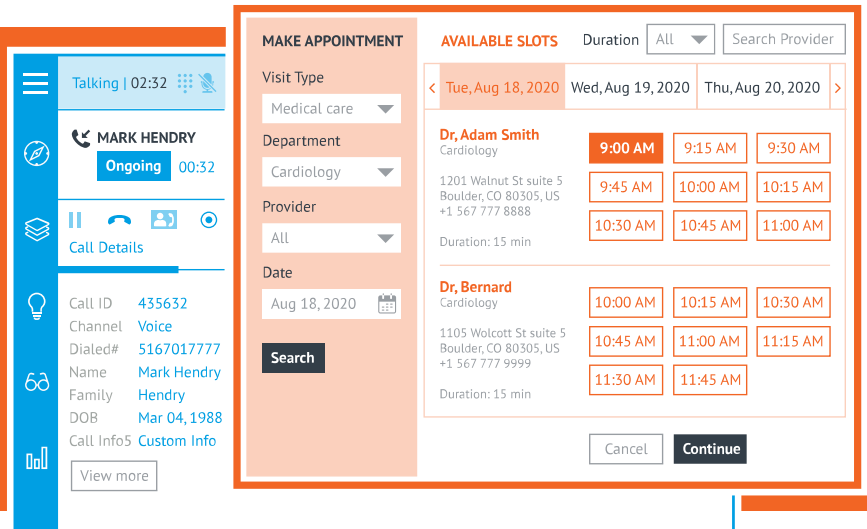


# Acqueon EHR Connector for NICE CXone

Drive Patient Engagement with Epic EHR and Contact Center Integration



The Acqueon EHR Connector delivers a world-class patient experience for both contact center agents and patients with a holistic view of the patient record information. The solution integrates Epic modules directly into NICE CXone's Max Agent desktop.

## Highlights

- Epic – NICE CXone Max Agent desktop integration
- Secured access to patient information
- Facilitates seamless patient scheduling, rescheduling, and appointment cancellation
- Reduces average call handle times while improving call resolution via simple, easy-to-use workflows
- Improved patient engagement & reduced no show through Acqueon Engagement integration
- Automatically or button-access to Hyperspace, giving access to numerous workflows

## Features

### EHR integration

- Programmable screen pop for inbound and outbound calls
- Search and add new patient
- View patient information and appointment history

- Make, reschedule, and cancel appointment
- Call disposition widget for inbound and outbound calls
- Integration with Acqueon Engagement for Outbound
- Workflow configuration
- Data privacy

### Contact center integration

- Agent state control
- Call controls
- Programmable screen pop within Custom workspace using user defined variables
- Screen pop on transfer

### Supported workflows

- Scheduling
- Refill
- Triage
- CRM
- Member services
- Telephone encounter
- Call hub activity

### Supported versions

- Epic - May 2019, May 2020, and May 2021