



Strategic Digital Transformation Discussion



Govinda AI

Healthcare Operations Assistant

Transforming Healthcare Operations Through AI

Govinda AI is an AI-powered healthcare operations platform that automates outreach, appointment coordination, stakeholder engagement, and feedback management.

- ✓ Reduce Administrative Workload
- ✓ Improve Stakeholder Engagement
- ✓ Automate Communication Workflows
- ✓ Convert Conversations into Actionable Data
- ✓ Centralize Healthcare Operations



AI-Powered Healthcare Outreach

Govinda AI helps healthcare organizations discover and engage with stakeholders through intelligent communication automation.

COMMUNICATION CHANNELS



Phone Calls



WhatsApp



Email



AI CAPABILITY

Automatically generates professional, context-aware outreach messages and tracks engagement activities.



Intelligent Message Generation



Engagement Tracking



Stakeholder Insights



Activity Reporting



Automated Appointment Intelligence

Govinda AI automatically identifies appointment requests from conversations and converts them into structured operational records.

1 CONVERSATION



Please schedule a blood test tomorrow at 5 PM.

10:30 AM



2 AI ENGINE



AI EXTRACTS

	Patient Name	Rahul Sharma
	Service Requested	Blood Test
	Appointment Date	Tomorrow (May 27, 2025)
	Appointment Time	5:00 PM

 **GOVINDA AI**

- Dashboard
- Conversations
- Appointments**
- Patients
- Services
- Calendar
- Reports
- Settings

3 APPOINTMENT SCHEDULED

Appointment Calendar

May 27 – June 2, 2025 < > Today

	Mon May 27	Tue May 28	Wed May 29	Thu May 30	Fri May 31	Sat Jun 01	Sun Jun 02
10 AM	10:00 AM Consultation Amit Verma	10:30 AM Checkup Neha Kapoor			10:30 AM Consultation Pooja Patel		
11 AM			11:00 AM Follow-up Ravi Singh				
12 PM	12:00 PM X-Ray Suresh Kumar						
1 PM							
2 PM		2:00 PM Physiotherapy Anjali Mehta			2:00 PM Dental Checkup Vikram Joshi		
3 PM							
4 PM	4:00 PM Consultation Meena Gupta						
5 PM							
6 PM							



Appointment Created Successfully

Blood Test appointment scheduled for May 27, 2025 at 5:00 PM

**BUSINESS
IMPACT**



**Eliminate
Manual Data Entry**



**Faster
Scheduling**



**Improved
Accuracy**



**Operational
Efficiency**

Stakeholder Feedback Intelligence

Govinda AI collects and analyzes feedback from:



Patients

“The staff was very helpful and the service was excellent.”



Sponsors

“Great initiative! Happy to support future camps.”



Camp Coordinators

“Well organized and well managed. Good response.”



Volunteers

“Very smooth experience. Keep up the good work!”



Partner Organizations

“Impactful outreach and excellent coordination.”



MULTILINGUAL COMMUNICATION

English

Hindi



AI ANALYTICS ENGINE

AI ANALYSIS



FEEDBACK ANALYTICS DASHBOARD

May 27 – June 2, 2025 Filters

Total Feedback

1,248 ↑ 12.5%

Positive

72% ↑ 8.3%

Neutral

18% ↓ 2.1%

Negative

10% ↓ 6.2%

Response Rate

85% ↑ 10.4%

SENTIMENT OVERVIEW



Positive	72% (899)
Neutral	18% (224)
Negative	10% (125)

FEEDBACK TREND



KEY CONCERNS

Long Waiting Time mentioned in 24% feedback	298
Follow-up Communication mentioned in 18% feedback	224
Facility Cleanliness mentioned in 14% feedback	174
Staff Availability mentioned in 12% feedback	149
Others mentioned in 32% feedback	403

SATISFACTION LEVEL



SERVICE IMPROVEMENT OPPORTUNITIES

- Reduce waiting time at registration >
- Improve follow-up communication >
- Increase staff availability during peak hours >
- Enhance cleanliness of facilities >
- Provide more health education materials >



BUSINESS VALUE

Better stakeholder satisfaction and continuous service improvement.





One Platform. Complete Healthcare Operations Visibility.

CENTRALIZED DASHBOARD MONITORS



Outreach Activities



Phone Calls



WhatsApp Communications



Email Communications



Appointment Records



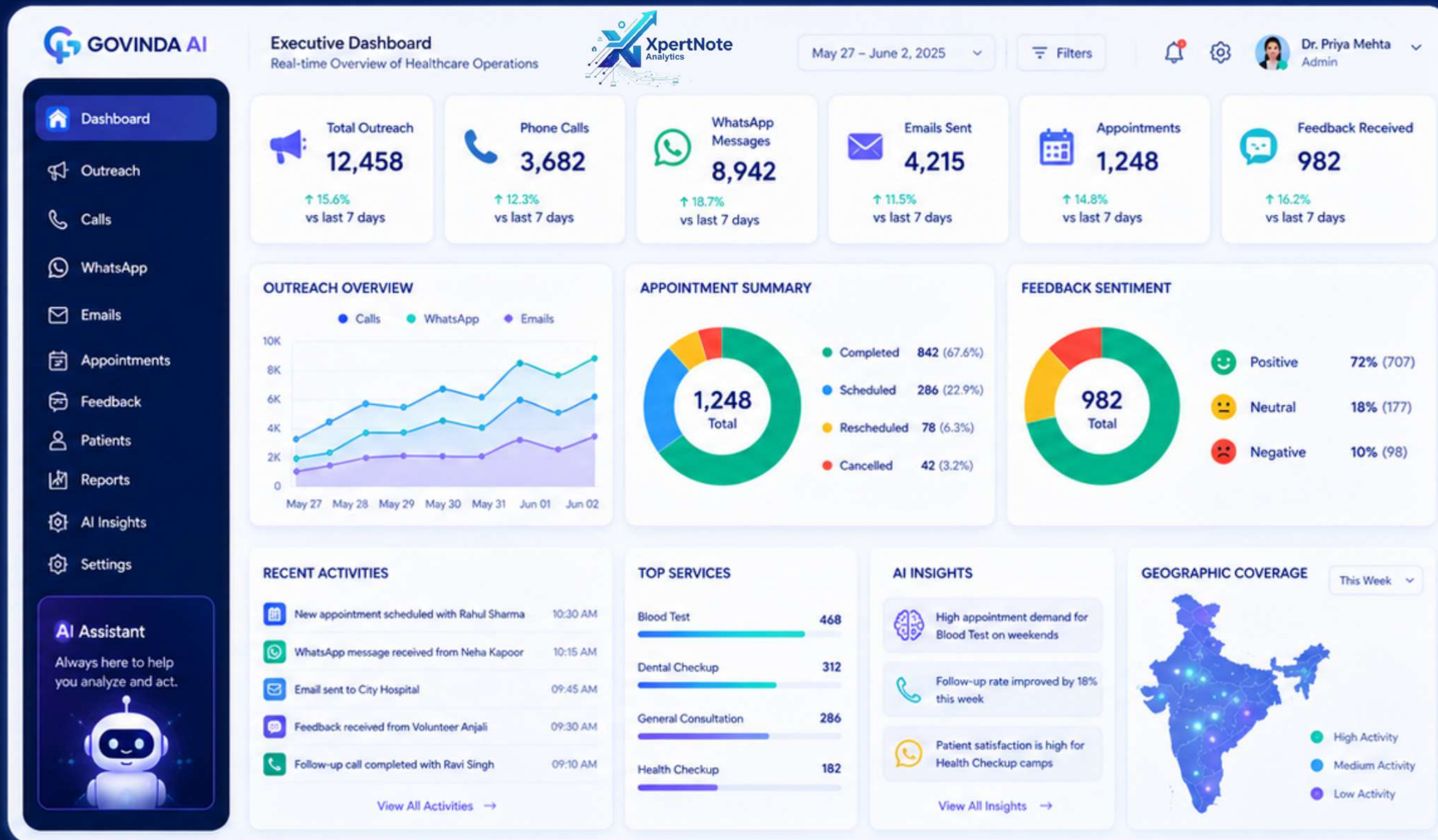
Feedback Records



AI-Powered Operational Intelligence



Govinda AI converts unstructured conversations into actionable operational data.



OUTCOMES



Improved Efficiency



Better Decision Making



Stronger Stakeholder Engagement



Reduced Administrative Burden



Smarter Healthcare Operations

From Communication to Actionable Intelligence — Govinda AI powers the future of healthcare operations.

Thank You!

Thank you for your time and interest.

We appreciate the opportunity to connect and explore how **Govinda AI** can help transform healthcare operations through the power of AI.



Let's Stay Connected



Phone
828783300



Email
hrdesk@xpertnote.com



Website
www.XpertNote.com



Address
D-232 A, Gali No-1,
Rajnagar-2, Palam
New Delhi - 110077 (India)

Thank you once again! 