



CUSTOMER STORIES /



Sohin uses empathy and AI to help patients navigate healthcare challenges

Healthcare concierge services provider Sohin helps patients with complex and rare illnesses navigate the coordination of their comprehensive needs during one of the most challenging times in their lives. Sohin implemented the Genesys Cloud™ platform to ensure high-quality interactions and eliminate friction points, as well as to leverage AI to help agents and supervisors optimize their time — enabling the company to serve more people with greater empathy and efficiency.

AT A GLANCE

Customer: Sohin

Industry: Healthcare

Location: Mexico

PRODUCT

Genesys Cloud CX®

CAPABILITIES

Inbound, Reporting and analytics, Voice, Workforce engagement management

"The stability of communications is vital, and the quality of the interaction must be total. We chose the right path, the right partner. Genesys speaks the same language."



Juana Ramirez

CEO and Co-founder, Sohin

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The logo for COOntacto, featuring the word "COOntacto" in a green, sans-serif font. The "OO" is stylized with two overlapping circles.

COOntacto



HEALTHCARE SECTOR

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HEALTHCARE SECTOR

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