



CUSTOMER STORIES /



SDMI boosts online bookings by 7% with Genesys Cloud virtual assistant

A top business priority for Steinberg Diagnostic Medical Imaging is to provide exceptional patient experiences. Implementing the Genesys Cloud™ platform has been integral to meeting that goal. SDMI is now able to provide 24/7 self-service through its virtual assistant, which led to a surge in online scheduling. SDMI has also seen a 40% reduction in forecasting workload, 25% decrease in manual scheduling and an 18% reduction in wrap-up time.

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AT A GLANCE

Customer: Steinberg Diagnostic Medical Imaging

Industry: Healthcare

Location: US

CHALLENGES

Frequent dropped calls and callers reaching a busy signal, Lack of self-service for online scheduling, Lack of easy access to key data

PRODUCT

Genesys Cloud CX®

CAPABILITIES

Analytics and Reporting, Chatbot/Virtual Assistant, SMS Messaging, Workforce Engagement Management

"When you implement a contact center software like Genesys Cloud, it elevates you and is a catalyst to other innovation. It's allowing us to continue to level up."



Rachel Papka

Chief Innovation Officer, SDMI

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HEALTHCARE SECTOR

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The AdaptHealth logo features a stylized green and yellow plus sign followed by the text "adapthealth" in a lowercase, sans-serif font.

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