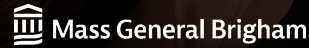


Dana

MyChart Support Agent

Voice Agent



How Dana Helps

Dana delivers measurable cost savings and operational efficiency by automating routine MyChart access support. By handling username recovery, password resets, account activation, and login troubleshooting through intelligent self-service.

Dana eliminates the majority of help desk tickets related to patient portal access freeing IT and support staff to focus on complex clinical system issues while dramatically improving patient satisfaction and portal adoption rates.

MyChart Username Recovery

Dana retrieves forgotten MyChart usernames via automated identity verification, significantly reducing support tickets and wait times.

MyChart Password Reset

Dana guides secure password resets with real-time Epic MyChart validation, reducing resolution time significantly while freeing IT staff for complex issues.

MyChart Activation & Reactivation

Dana automates MyChart activation through verified workflows, generating activation codes and enabling instant patient access.

Guided MyChart Access Support

Dana provides intelligent step-by-step assistance for login issues, and navigation, resolving most portal access problems.

If you want to experience **Dana live in your environment** live in your environment, please reach out to your Account Executive or write to sales@avaamo.com

[Experience a Demo →](#)

BY THE NUMBERS



70%

Reduction in help desk tickets for username and password issues*



87%

Decrease in average account access resolution time*



65%

Fewer IT staff hours spent on routine MyChart access requests*



92%

Improvement in first-time MyChart activation success rates*

* Based on Avaamo data and benchmarks across existing customer deployments compared against other providers.

Deployment Channels : Call Centers and Contact Center Platforms



and other leading CCaaS environments