

qliqSOFT



Vendor Evaluation Form

QliqSOFT
2023

Importance (1-3)	Capabilities	QliqSOFT Ranking	Vendor 2 Ranking	Vendor 3 Ranking
Priority Use Cases				
	Digital front door			
	Patient intake reminders			
	Patient pre-visit or preprocedure prep			
	Post procedure/visit/discharge follow up			
	Patient satisfaction surveys & online patient reviews			
	Specialty medication coordination			
	Gaps in care closure/Chronic care management			
	Remote patient monitoring			
	Capture copays			
	Other:			
	Other:			
Virtual Visits				
	Supports both scheduled & ad hoc visits			
	Virtual waiting room			
	Ability for patient to test connection prior to call			
	Smooth patient handoffs between agents			

Importance (1-3)	Capabilities	QliqSOFT Ranking	Vendor 2 Ranking	Vendor 3 Ranking
	Ability to send forms & consents for patient completion before/ during/after the call			
	Ability to convert to a call, if coverage is an issue			
	Ability for patient to send images			
	Other:			
Patient Secure Messaging				
	Ability to direct to specific group of agents			
	Ability to transfer to another agent and retain patient context			
	After hours alerting			
	Ability to send forms & consents for patient completion			
	Ability to easily create and use quick messages			
	Other:			
Conversational Chatbots				
	Multilanguage support			
	Starter templates available that can be modified			
	Ability to embed videos, pdfs and links in chatbots			
	Ability to copy & modify existing chatbots			

SCORE EACH VENDOR: NOT IMPORTANT = 1 SOMEWHAT = 2 CRITICAL = 3

Importance (1-3)	Capabilities	QliqSOFT Ranking	Vendor 2 Ranking	Vendor 3 Ranking
	Email or SMS delivery options			
	Self-serve tools to create or modify chatbots & chatbot behavior			
	Support attachment/download of PDFs			
	Capture signatures			
	Ability to easily build or modify forms			
	Routing rules			
	Branding support			
	Support for multistep conversations dependent on user answers			
	Self-scheduling			
	Campaigns			
	Ability to insert custom fields into messages			
	Other:			
User Management				
	Active directory integration			
	Define roles			

Importance (1-3)	Capabilities	QliqSOFT Ranking	Vendor 2 Ranking	Vendor 3 Ranking
	Create subgroups			
	Manage user permissions			
	Manage devices			
	Other:			
Vendor Evaluation				
	Integration with your EHR (name here)			
	Support for priority use cases			
	Proven successes			
	References			
	Robust training			
	Product documentation			
	Implementation process and team			
	Dashboards to monitor performance			
	Account management			
	Security			
	Price			
	Agility			