Healthcare Member Support IVR — Intent Routing Flow

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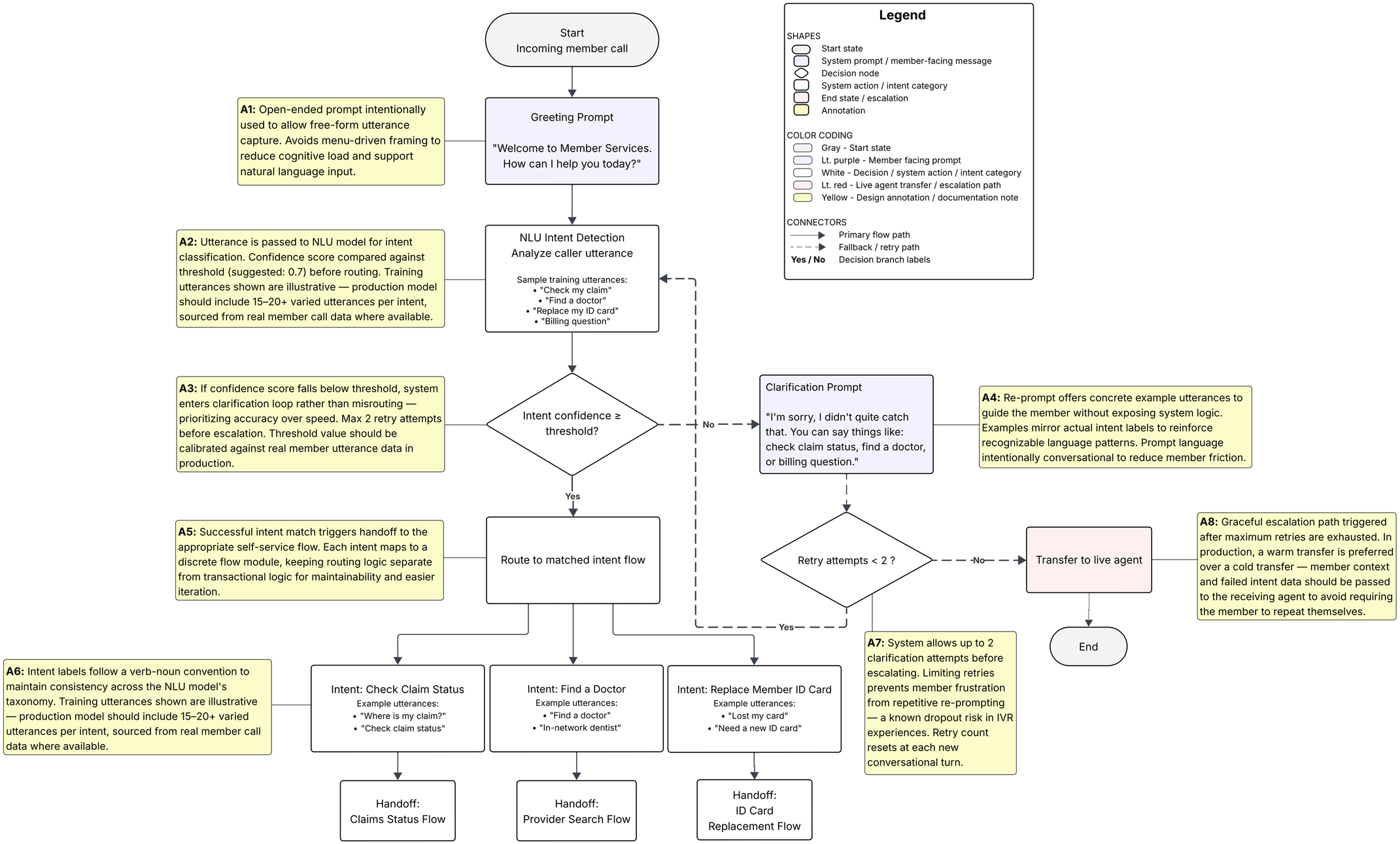
Scope: Illustrative sample flow demonstrating NLU-based intent routing for a healthcare member support IVR. Designed to reflect conversation design best practices including confidence thresholds, clarification loops, and graceful escalation.