



# LUMENVOX TEXT-TO-SPEECH SERVER HELPS LARGE INSURANCE & TRAVEL SERVICES COMPANY DRIVE RESULTS

The solution, which the organization uses to automate membership renewals, card replacements, and credit card payment services, includes:

LumenVox Text-to-Speech Server, a versatile solution that provides text-to-speech synthesis, turning written text into spoken speech.

Avaya Aura® Experience Portal, a multichannel application platform that unifies and orchestrates a high value, highly satisfying brand experience.

A large insurance and travel services company offers its customers in the Southwestern United States a variety of automotive, insurance, and travel-related services. Part of a national organization that serves customers throughout the U.S. and Canada, the company has almost a million members in the state of Arizona.

## Challenge

The organization wanted to add an Interactive Voice Response (IVR) system to its call center to give customers more self-service options and help reduce labor cost for call center agents. The IVR would be used to automate membership renewals, card replacements, and credit card payment services, freeing agents to handle more complex calls.

During the search, the company required vendors to demonstrate extensive experience with call routing, VUI design, speech automation, service-oriented architecture integration, payment card industry (PCI) compliance, user experience optimization, and cross-functional project management. Ultimately, San Diego-based InfinityCTI was selected to develop and host the system. InfinityCTI, in turn, chose the LumenVox Text-to-Speech (TTS) Server to provide the TTS functionality for the solution.

*“We were impressed with the realistic and natural sounding speech provided by the LumenVox TTS,”* said InfinityCTI CEO Frank Guthrie. *“Coupled with the*

*carrier-grade, scalable, and highly reliable LumenVox architecture, it was an easy decision to go with LumenVox for this project.”*

## Solution

The IVR, running on Avaya Aura® Experience Portal, uses speech recognition and TTS to interact with callers in English and Spanish. The Avaya Aura Experience Portal acts as the voice platform for the application, helping automate and centrally manage the multimedia self-service and IVR applications. Transactions are handled in real-time across multiple data systems, such as Authorize.Net for credit card payments, and the backend system used for membership status and account information.

The IVR solution is capable of automating all membership renewal, card replacement, and credit card payment functions. Calls are routed to live agents only when a caller drops out of the IVR due to special situations, such as repeated recognition errors, the system not finding an account, or a caller without all required information.

## About DevConnect

DevConnect is Avaya's developer and technology partner program. Through a free Registered level membership in DevConnect, members are able to access a wide range of developer resources, including APIs, SDKs, technical support and training. Enhanced Membership options offer higher levels of technical support, compliance testing and co-marketing benefits. To learn more or register for membership, visit [www.devconnectprogram.com](http://www.devconnectprogram.com)

## About Avaya

Avaya is a leading, global provider of customer and team engagement solutions and services available in a variety of flexible on-premise and cloud deployment options. Avaya's fabric-based networking solutions help simplify and accelerate the deployment of business critical applications and services. For more information, please visit [www.avaya.com](http://www.avaya.com).



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—Frank Guthrie, CEO, InfinityCTI

## Results

The system went live in fewer than six months, with hosting centers in San Diego and Phoenix. To mitigate the risk of downtime, the solution provides full fail-over support within and across each center. Since deployment, the IVR has decreased the load on live call center agents, providing the organization with a solid return on investment. The company is very happy with the system's performance, from the call completion rate to its PCI compliance.

## Learn More

LumenVox Speech Automation Technologies are available through the Avaya DevConnect Select Product Program. To learn more about Avaya solutions and DevConnect Technology Partner LumenVox, contact your Avaya Account Manager or Avaya authorized Partner. Or, visit us online at [www.devconnectmarketplace.com](http://www.devconnectmarketplace.com).

## About LumenVox

LumenVox is a speech automation software company providing core speech technologies to organizations around the world. Based on industry standards, its speech software is certified as one of the most accurate, natural sounding, and reliable solutions in the industry. LumenVox technology provides tools for effectively connecting and communicating with users, increasing user satisfaction, and improving employee productivity.

LumenVox has been a DevConnect Technology Partner since 2007 and a partner in the DevConnect Select Product Program since 2013.

For more information, visit [www.lumenvox.com](http://www.lumenvox.com).

## About Avaya DevConnect Select Product Program

The DevConnect Select Product Program (SPP) offers a powerful portfolio of compliance-tested, Avaya-compatible products and services from established DevConnect Technology Partners. SPP products are chosen for the SPP portfolio based on their strategic value and interoperability with Avaya technology. SPP solutions eliminate the challenges of managing multivendor relationships and are easy to order through the standard Avaya order processes.

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