

LumenVox Speech Technology and Avaya Help Community Health Choice Deliver Premium Customer Service



For 20 years, Community Health Choice (CHC) has been meeting the healthcare needs of underserved communities in Southeast Texas. CHC is a local, non-profit, Managed Care Organization (MCO), offering Children's Medicaid (STAR) and CHIP programs. With plans available through the Health Insurance Marketplace, CHC's network of 10,000 doctors and 77 hospitals helps bring healthcare and health-related social services to underserved Texans.

Challenge

Anticipating increased call volumes for insurance open enrollment, Community Health Choice wanted to integrate speech recognition into its customer service application. Moving from a touch-tone system with active agent support between 8 AM and 7 PM to a speech-enabled customer care line would provide 24-hour customer access and help reduce customer wait times.

24/7 Customer Care

With the assistance of primary business partners, ConvergeOne and M&C Associates, CHC implemented a fully functional speech-enabled Customer Care Line within 30 days. The solution consisted of LumenVox Speech Recognition (ASR) and LumenVox Text-to-Speech (TTS) on the Avaya Aura® Experience Portal (AEP) interactive voice response (IVR) platform.

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—Darrell Perry, Senior Unified Communications Manager, Community Health Choice

CHC's solution features:

- 24-Hour Speech-Enabled Customer Care Line
- Shorter Wait Times
- Self-service Information Retrieval
- Flexible Licensing
- System Redundancy
- English and Spanish Language Support
- Less Agent Talk Time

“The LumenVox software suite made it easy to migrate the new application from the test environment and deploy to production,” said Darrell Perry, Senior Unified Communications Manager, CHC. “M&C Associates quickly brought the CHC team up to speed on the application, and it is now quite easy for us to make changes if we need to add a new menu based on customer feedback.”

Results

The new speech-enabled IVR system allows both English and Spanish speaking callers to verbally respond to prompts, helping substantially reduce call waiting times. The completion rate for calls has increased dramatically, resulting in improved customer experience and overall satisfaction with CHC's services.

Learn More

You can order LumenVox Speech Automation Technologies direct from Avaya through the Avaya Select Product Program. To learn more about Avaya solutions and DevConnect Technology Partner LumenVox, contact your Avaya Account Manager or authorized Avaya reseller. Or, visit us online at www.devconnectmarketplace.com.

About Community Health Choice

Founded in 1997, Community Health Choice is a non-profit Managed Care Organization in Southeast Texas. Its mission is to improve the health and well-being of underserved Texans by opening doors to healthcare and health-related social services. For more information, visit www.communityhealthchoice.org.

About LumenVox

LumenVox is a total speech solutions company that provides a complete stack of speech and multifactor authentication technology. It supports a multitude of ID and Access Management applications for voice, facial biometrics-passive and active authentication, fraud prevention and public security. LumenVox allows you to effectively deploy speech-enabled applications to improve the Call Center CX and ROI with LumenVox' flexible, cost-effective software suite. For more information, visit www.LumenVox.com.



About Avaya

Businesses are built on the experiences they provide and every day millions of those experiences are built by Avaya (NYSE:AVYA). For over one hundred years, we've enabled organizations around the globe to win—by creating intelligent communications experiences for customers and employees. Avaya builds open, converged and innovative solutions to enhance and simplify communications and collaboration—in the cloud, on premise, or a hybrid of both. To grow your business, we're committed to innovation, partnership, and a relentless focus on what's next. We're the technology company you trust to help you deliver Experiences that Matter. Visit us at www.avaya.com.

About DevConnect

DevConnect is Avaya's developer and technology partner program. Joining at the free Registered level gives you access to 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.

About Avaya Select Product Program

The Avaya Select Product Program (SPP) offers a powerful portfolio of compliance-tested, Avaya-compatible products and services from established DevConnect Technology Partners. SPP products and services 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 standard Avaya order processes.