SpeechBridge®
by Incendonet

Interact for Health improves the health of people in the Cincinnati region by being a catalyst for health and wellness. They accomplish their mission by promoting healthy living through grants, education, and policy. Interact for Health is an independent nonprofit that serves 20 counties in Ohio, Kentucky, and Indiana.

PROBLEM

It isn't cost feasible to have multiple team members dedicated to answering inbound phone calls. Interact for Health wanted to minimize employee distractions and professionally and efficiently service callers with an easy way to reach the desired team member.

SOLUTION

SpeechBridge plays a simple greeting prompt instructing callers to say the name of an employee or the department they wish to reach.

BENEFITS

- Improves customer service with fast and simple call routing - just say the name or the department.

- Minimizes employee distractions by automating routine call transfers and frees up operators to assist with more complex inquiries.

- Eliminates keypad frustration, no more extension or dial by name routing.

When promoting healthy living for residents in 20 counties across three states, automating routine call transfers can assist with properly allocating resources. Minimize employee distractions and improve call routing with communications automation.

COMPANY PROFILE

Interact for Health takes a holistic approach to health promotion. Our strategy, based on the National Prevention Council's National Prevention Strategy, emphasizes five core strategic areas:

- Healthy Eating
- Active Living
- Mental and Emotional Well-being
- Healthy Choices About Substance Use
- Protecting the Healthcare Safety Net

We know the value of prevention, and we're partnering with organizations throughout the region to make sure individuals and communities have the resources they need to improve their health and their quality of life.

THE PROBLEM

Interact for Health wanted an easy to use and effective solution to service callers and automate routing them to the desired team member. It was not cost feasible to have multiple team members dedicated to servicing inbound calls. Multiple phones would ring when multiple calls came in at the same time, disrupting several employees assigned to routing the overflow calls.

Why did Interact for Health implement SpeechBridge for their call routing needs?

"We wanted a simple way to help callers reach the right team member and minimize employee distractions. SpeechBridge met all of our needs and was a seamless enhancement to our phone system."
        - Cliff Hastings, Director Information Technology, Interact for Health

THE SOLUTION

If a team member is not dedicated to answering inbound calls or is servicing another call, callers are routed to SpeechBridge. Caller hears a simple greeting prompt instructing them to speak the name of an employee or department. Their request is confirmed and they are routed to the team member or department to service their call.

The Benefits

SpeechBridge delivers the following benefits for Interact for Health:

- **Minimize Employee Distractions:** SpeechBridge automates routine call transfer requests for employees and departments.

- **Improved Customer Service:** Callers are prompted to respond to one simple prompt and are efficiently routed to a designated team member to service their call. Eliminates multilevel menu trees, dial by name directories, and frees up live operators for complex inquiries.

- **Simple integration to IP telephone system:** With SpeechBridge's support for SIP (Session Initiation Protocol), the integration to the IP phone system was completed in an afternoon and required no additional equipment.

How has Interact for Health benefitted from implementing SpeechBridge?

"SpeechBridge services routine call transfers and minimizes distractions of other employees, who are then free to focus on more complex tasks."

- Cliff Hastings, Director Information Technology, Interact for Health

Products and Services Used

Interact for Health had been previously trained on administering their Switchvox IP phone system and completed the integration themselves.

- SpeechBridge SMB: Turnkey appliance with integrated speech attendant

- Switchvox IP Phone Solution

How easy was it to enhance your phone system with SpeechBridge?

"The integration of SpeechBridge with Switchvox was very straightforward. SpeechBridge was easy to set up and populate with our directory. It has worked as expected and we are delighted with the results."

- Cliff Hastings, Director Information Technology, Interact for Health

Summary

SpeechBridge's straightforward SIP integration with Switchvox greatly simplified deploying the solution. Interact for Health automated their call routing, quickly services callers, and minimizes employee distractions. Callers easily reach the desired employee or department and SpeechBridge can expand as communications automation initiatives are implemented.

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- Cliff Hastings
Director Information Technology
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