

Ebix Health IVR uses Pronexus' IP Call Control to Offer Customers a Smarter, Future-Proof IVR



Customer Profile

EBIX INC. is an internationally recognized provider of insurance software solutions. Among their impressive catalog of industry-leading software solutions for the insurance, healthcare and financial industries is their EbixEnterprise family of products. The Ebix Health IVR™ provides health insurance companies with an automated telephone solution that offers insurance customers access to their benefits eligibility and claims status information via automated phone call 24 hours a day, seven days a week with no human intervention.

THE CHALLENGE

Ebix' IVR solution can be set up and deployed to offer callers the option to transfer to an agent. One Ebix IVR customer was experiencing errors when attempting a SIP Blind Transfer during their testing phase. When duplicating the issue in-house, Ebix' investigation revealed that the customer's PBX did not include Refer (the call transfer instruction) in the Allowed field with the info the PBX sent to the IVR. In short, the installed IP Call Control could not relay a critical piece of information from the PBX to the IVR that would enable an end user to transfer to an agent.

THE SOLUTION

Ebix' investigation further revealed that Pronexus' IP Call Control solved the problem!

Pronexus offered temporary Pronexus Call Control licenses to allow Ebix to investigate the issue fully and see if Pronexus Call Control could solve their customer's transfer problem. Recreating the customer's environment in-house, Ebix discovered that the error did not occur when Pronexus' Call Control was installed. The thorough investigation, coupled with temporary licensing from Pronexus, allowed Ebix to confidently conclude

that using Pronexus' innovative and intelligent Call Control would enable the blind transfer.

THE RESULT

Ebix was able to support their customer and problem-solve for them throughout implementation of their IVR system. Ebix was able to solve an issue for their customer long before the system went live by taking advantage of Pronexus' flexible and intelligent IP Call Control. Furthermore, Ebix was spared a potentially resource-costly investigation into their customer's PBX by installing Pronexus' Call Control instead of trying to determine why

PBX would not allow the existing Call Control to pass certain pieces of information to the IVR.

IS PRONEXUS' IP CALL CONTROL FOR YOU?

Pronexus offers customers more than their flagship product, VBVoice. Pronexus' developers want to help customers build interactive voice response systems that are intelligent, flexible, and future-proof. So how does Pronexus' IP Call Control help you help your customers? Here's why.

Pronexus IP Call Control:

- Allows detailed low-level control
- Retrieves multiple SIP headers
- Has access to all headers – so customers can use it to expose both custom and standard SIP headers
- Has full control of SIP messaging to allow for greater flexibility

Talk to a Pronexus Sales about Pronexus IP Call Control today:

sales@pronexus.com
1-877-766-3987 just say "sales"
www.pronexus.com

Find out more about EbixEnterprise:

www.ebix.com/ebix-enterprise 

“We love to help our customers solve unique issues,” said James Hockenberry, Software Development Manager, EbixEnterprise Integrated Technologies. **“We’ve been deploying our smart, reliable IVR solutions - built using Pronexus’ VBVoice™ - to our customers for years; Pronexus’ dedication to innovating and offering new, forward-looking solutions allowed us in this instance to solve a problem simply by installing Pronexus’ Call Control for the customer, saving us from a potentially resource-heavy investigation into why the PBX was not passing the information for Blind Transfer to the previous IP Call Control.”**

Pronexus

Established in 1994, Pronexus specializes in telephony, speech and database integration technologies. Our flagship product VBVoice IVR software enables developing feature-rich inbound and outbound IVR solutions that improve customer service and streamline internal processes. Thousands of companies all over the world use VBVoice in applications varying from auto-attendants to automated payments, fax applications, notifications, polls and surveys. Part of our business model is to provide customers flexibility to choose between developing an IVR application in house, leveraging Pronexus' Professional Services or buying a turn-key IVR application from one of our partners who have integrated VBVoice into their solutions.