

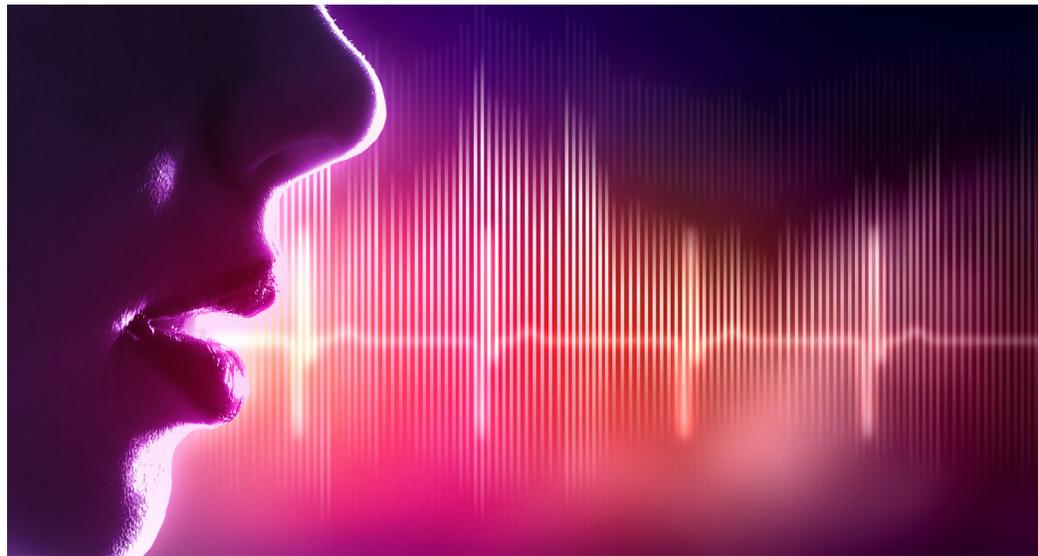
Combining VBVoice and LumenVox to Deliver World Class Automated Healthcare Solutions

Problem

An interactive voice response (IVR) solution developer, was looking for a speech engine and speech tools that integrated easily with their existing IVR application platform, Pronexus' VBVoice®. Selecting Pronexus' partner LumenVox provided significant value to the application developers while offering competitive pricing and outstanding support.

Complex Speech Applications for Healthcare

The IVR solution developer builds sophisticated interactive voice response systems using Pronexus' VBVoice IVR application toolkit. The healthcare IVR solution offers several distinct modules for both patient facing and employee facing communication, including shift communication, absence reporting and emergency notification for employees and appointment reminders, post discharge follow-up, and chronic disease management for patients. These complex call flows incorporate different languages, serve distinct geographical areas, and are designed to be friendly and natural-sounding; the combined VBVoice and LumenVox solutions offer the perfect platform for creating the unique interactive voice response experience



that the IVR solution developer delivers to customers across North America.

They chose LumenVox' speech tools for the healthcare interactive voice response solutions after considering usability, quality, flexibility, and price.

LumenVox was an existing partner of Pronexus that offered a flexible licensing model. LumenVox speech tools are easy to install and maintain; LumenVox' built-in functionality test and reporting tool is excellent for verifying initial installation and for troubleshooting.

LumenVox speech tools and Pronexus' VBVoice boast tight and performant

integration, with both solutions supporting Media Resource Control Protocol (MRCP) - a standardized method of connecting an application to a text-to-speech (TTS) or automatic speech recognition (ASR) engine. MRCP is easy to troubleshoot using readily available and familiar tools, and the VBVoice toolkit makes the integration transparent to the end user – contributing to the combined solution's usability and reliability. The close integration between VBVoice and LumenVox also allows Pronexus to offer excellent support for combined solutions, and LumenVox tools have also been fully assessed by Pronexus' Quality Assurance team.

The IVR solution provider was impressed by LumenVox' commitment to quality when assessing speech tools for their VBVoice applications. LumenVox' speech recognition accuracy for both small and large grammars is excellent, and the LumenVox Speech Tuner tool is second to none. One IVR developer said, "The LumenVox Speech Tuner tool is the best on the market – nothing else is even close".

Flexibility was a priority for the IVR solution developer, a company that deploys diverse solutions to a diverse customer base. LumenVox's flexible license model allows for redundant IVR setups, and VBVoice offers quick and easy conversion of touch tone IVR applications to ASR-enabled applications. The IVR solution developers can create re-usable code that allows them to implement speech recognition solutions as easily as they implement touch tone systems.

Finally, LumenVox offers competitive pricing without compromising their tools' quality or their technical support. The competitive pricing allows the IVR solution provider in turn to offer competitive pricing to their customers in healthcare.

The Communication Solutions with LumenVox ASR – At a Glance

At a Canadian hospital using the communication solution Auto Shift Callout (ASC):

- After just one month in live production, the system made more than 270,000 phone calls using LumenVox ASR
- ASC increased outbound call volume capacity by 20%
- Outbound call volume capacity increase allowed schedulers filling 12-20 relief shifts per day

before ASC to fill 40+ relief shifts a day – doubling and in many cases tripling their efficiency

- "We are thrilled with the outcome of this automation, for our Scheduling team, for our staff receiving the relief shift opportunities, and for our patients. Clearly a win-win for the Health Authority with 18,000 staff in every aspect. The power to connect with large pools of staff in mere seconds is outstanding; relief shift scheduling will never be the same – already we wonder how we lived without this solution!" - Director Staff Scheduling at a large health authority in British Columbia.

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At a Canadian healthcare organization using the communication solutions' Post Discharge Follow Up module:

- Organization was able to meet provincial requirement for Standards of Care (SOC) calls post-services
- Human resources cost to complete at least 75% of calls to patients without an automated communication system estimated at \$194,000 CAD/year



- “Working with the IVR solution provider has allowed us to meet our standards of care goals, reduce the cost associated with client/patient follow up, and provide a consistency and reliability that we were previously unable to guarantee. This partnership has demonstrated that collaboration and innovation are priceless when it comes to addressing improvements within the delivery of healthcare.” – Director, Information Systems and Technology and Chief Information Officer at a large health organization in Ontario.

Why Use Automatic Speech Recognition (ASR)?

Pronexus encourages its customers to implement ASR for the best end-user experience. ASR allows end-users to move through call flows faster, especially if the call flow is a familiar one to the end-user. It's hands-free, allowing end-users to interact with IVR solutions on the go using a hands-free device, and are not required to bring the phone away from their ear to use touch tone responses. ASR also allows IVR solution providers to design conversational, friendly call flows that increase end user satisfaction and improve end-user engagement.

Developers of IVR applications enjoy ASR for its ability to offer flatter menu structures, and ASR allows IVR developers to build applications that collect multiple pieces of customer input in the same response. For example, call recipients can speak a date and time – November seventh, at eleven fifteen – without the back-and-forth of touch tone, which asks customers to input the 2-digit month, then the 2-digit date, then the hours and minutes.

The LumenVox/Pronexus partnership enables IVR developers to leverage best-in-class IVR toolkit and ASR development tools. We are here to help, and our support teams can walk you through the power of the combined solution. Contact us at: sales@pronexus.com

Download VBVoice at:
www.pronexus.com or
www.vbvoice.com 

Pronexus

Pronexus is the creative force behind VBVoice, recognized as one of the most seasoned and powerful IVR development toolkits available today. After 20 years of consistent innovation and technological advancement in the field of IVR development, Pronexus has expanded its product range to include the comprehensive IVR monitoring tool IVRGuard™, and Pronexus' new offering, VisualConnect™. Pronexus' commitment to innovative, future-proof solutions is demonstrated by our dedication to offering this new functionality as well as our status as an established Microsoft Silver Partner. VBVoice integrates with the latest versions of Microsoft® Visual Studio, enabling use of familiar programming skills and industry-standard programming languages. The intuitive visual call flow environment and programmable controls as well as the time-saving features of VBVoice, such as a multi-lingual prompt library and many sample applications that help new users to learn and understand toolkit functionality, make complex IVR applications built on VBVoice easy to develop and quick to deploy.