



Extend the Reach of Your Customer Service Team with VBAVoice

IVR, Live Chat and Notifications

FLEXIBILITY | FUNCTIONALITY | TECHNOLOGY

vbasoftware.com

INCREASE CUSTOMER SATISFACTION WITH



Today's customers expect convenient and reliable service at their fingertips anytime and from anywhere. It can be challenging for organizations to maintain staffing levels to keep up with the demand. Bridge the customer service gap with VBAVoice, a multi-channel communications solution with IVR, live chat and notification capabilities that is seamlessly integrated with VBA's cloud-based platform.

Customers Prefer Self-Service Options



73% of customers want the ability to solve product or service issues on their own



83% use self-service options when available

(Source: Radial)

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Our company grew by 75% from 2022 to 2023. VBAVoice IVR helped to absorb the increase in call volumes without adding any staff to our call center.

Jared Delacerda,
Vice President of Operations
Edison Health Solutions

Reduce the Burden of Staff Turnover in Your Call Center with VBAVoice IVR

Increase efficiency and boost the productivity of your Customer Service team with VBAVoice IVR. While it can take weeks to train a new Customer Service representative, VBAVoice IVR is up and running immediately to respond to customer inquiries.

Benefits of VBAVoice IVR

- Extend your business hours by offering 24/7 support and service for your customers for simple transactions like claims status, authorization status, eligibility verification and more
- Offload call volumes for your customer service team during business hours, allowing them to focus on more complex calls
- Save on administrative costs
- Remove the potential for human error





Combine VBAVoice with Your VBAGateway Portals to Increase Customer Engagement

VBAVoice integrates seamlessly with your VBAGateway customer portals to enable customer service features that are in high demand, such as live chat and notifications.

Enable Real-Time Communication with VBAVoice Live Chat

Live chat is a popular method of communication among customers. Adding VBAVoice live chat to your VBAGateway portals helps build customer loyalty and allows your customer service team to be more productive and responsive.



of customers prefer real-time customer service via live chat over other methods, such as email (32%) or phone support (23%)



of live chat sessions receive a positive customer satisfaction rating

Benefits of VBAVoice Live Chat

✓ CONVENIENCE.

Make it easy for your customers to connect with a customer service agent in real time.

✓ EFFICIENCY.

An experienced agent can handle between four and six live chat sessions simultaneously.

✓ SAVINGS.

Configure chat bots to handle first-level support to reduce operating costs.

Motivate Customers to Act with VBAVoice Notifications

Notifications are a quick and direct way to alert your customers to tasks in the VBAGateway portal that require their attention, such as reviewing a care gap alert or paying their bill.

Benefits of VBAVoice Notifications

- ✓ **TARGETED.** Define the specific population to receive your notification.
- ✓ **CUSTOMIZABLE.** Choose a message template or create a custom notification.
- ✓ **SECURE.** Provide a secure link to the VBAGateway portal to meet HIPAA requirements.

A COMPLETE SUITE OF SOLUTIONS FOR HEALTHCARE PAYERS

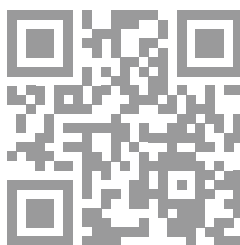


VBA offers an integrated suite of solutions to help you manage costs, improve patient outcomes, analyze your data for better decision making and respond to changing regulations and market conditions.



We make the healthcare experience better for everyone.

Learn More About
VBA's Suite of
Technology Solutions



Get Started Today!

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