

customer care solutions

from Nuance



case studies ::

A book of real world challenges and cost-effective solutions

Organizations use speech-enabled auto attendant to cut telecom costs and improve caller satisfaction

Nuance offers two flavors of speech-enabled attendant solutions. SpeechAttendant connects to your traditional telephony infrastructure, while OpenSpeechAttendant enables customers to better leverage their IVR platform investment and provides a strong foundation for adding and customizing voice applications. Both deliver the same feature set.

Over 2,000 organizations are benefiting from Nuance's speech-enabled auto attendant solutions. SpeechAttendant handles internal calls from staff, which generally represents a 30 to 60% reduction in calls going to switch board operators. Additionally, organizations previously using DTMF auto attendants have dramatically reduced the number of 'zero out' requests to talk to a live operator through the use of a speech-enabled auto attendant. Through these operational improvements and efficiencies, organizations have reduced operator staffing requirements and have seen a return on their investment in 6 to 12 months.

Inside

Drive down operating costs and provide fast and efficient access to employees, departments and information

- Decrease switchboard staffing costs and improve efficiency
- Reduce calls going to live operators by 70%
- Provide 24x7 automated call routing to employees and callers
- Eliminate lengthy hold times in queue

EASTMAN CHEMICAL

Profile

- World's largest supplier of polyester plastics for packaging
- 12,000 employees worldwide
- 8 full time switchboard operators

The Challenges

- Cut telecom costs
- Eliminate the need for directory updates, printing
- Remove frustrating number look-ups
- Improve after-hours call handling
- Increase functionality and usability for mobile staff



The Results

OpenSpeechAttendant—8 ports—16,000 entries

- Reduced operator staff by 5 FTE (63% reduction)
- Beat its six-month payback target and maximized platform investment
- Handles over 30,000 calls per month
- 94% successful transfer rate
- Eliminated searching for phone numbers or waiting for a live operator
- Implemented plans for future voice applications and customization

"OpenSpeechAttendant has exceeded Eastman's expectations. We've been able to reduce operator staff and cut telecom costs, while driving up caller satisfaction and employee productivity. Overall, the solution has made it much easier to conduct day-to-day business and stay connected—even with an increasingly mobile workforce"

Matt Looney, Supervisor of Application Technology Services

CITY OF INDEPENDENCE

Profile

- Fourth largest city in the state of Missouri
- 1,150 employees in 20+ locations
- Large mobile workforce (police, fire, public works)

The Challenges

- Internal communications were a problem
- Simplify access to employee directory for mobile workforce
- Printed directory was always outdated
- 3 FTE operators handled mostly routine calls and transfers
- Operators often answering the same questions
- Provide 24-7 service to citizens



The Results

SpeechAttendant—4 ports—1,000 entries

- Reduced calls to live operators by 67% within two months,
- ROI: 11 months
- Improved communications with 24/7/365 call routing and information
- Only one phone number to call to reach any employee, department or service.
- No need to print employee directory

"It became apparent to us that we needed to improve the level of customer service and support we were providing to the citizens of the City of Independence. It was a case of using technology to be more efficient. We selected SpeechAttendant because it offered Advanced Natural Language processing so the caller can speak as they would to a person, as well as dynamic call routing and scalability for our growing municipality"

Don Davenport, Director of Information Technology

NATIONAL GRID

Profile

- 28,000 employees – 18,000 US-based
- 2nd largest utility in the US as a result of the merger w/ Keyspan
- \$17 billion in revenue
- 4.4 million electrical customers
- Largest US power generator

The Challenges

- Reduce operator staffing costs
- Improve caller satisfaction
- 6-month payback target
- Offload calls from operators



The Results

SpeechAttendant — 12 ports — 17,000 entries

- Reduced operator staff by 4 FTE
- Exceeded the 6-month payback target
- SpeechAttendant handles ~33,000 calls per month
- 85% successful transfer rate
- No stability issues
- Better-than-expected caller acceptance

COLLEGE OF DUPAGE

Profile

- Largest single-campus community college in the US
- 2,654 employees serving 73,619 students and the surrounding community,
- 94 academic programs, non-credit courses, and entertainment aimed at people of all ages and backgrounds.

The Challenges

- Mobile faculty and staff, as well as ever-changing student population, rely heavily on operators to route their calls
- Operators regularly field time-consuming FAQ calls from the community at large
- Need to improve caller satisfaction and maintain the college's reputation for state-of-the-art facilities, services and campus
- Large number of DID lines



The Results

SpeechAttendant — 8 ports — 4,900 entries

- Handles most calls, with only a few calls going to a single standby operator who now focuses on important caller requests.
- At the beginning of the semester—3,000 calls per day that normally would have been routed to an operator or handled by the frustrating DTMF dial-by-name auto-attendant are handled by SpeechAttendant.
- Dramatic decrease in telecommunications costs and a great improvement in caller satisfaction

“Our callers really love just having one convenient number they can use to access the system and reach anyone without having to know an extension. It’s been extremely reliable, very user-friendly, and we’ve been spending a mere 30 minutes to 1 hour per week mainly for standard monitoring and adding new applications to it. Callers simply love it!”

Kay Dreyer, Manager of Telecommunications and Voice Services

UT Southwestern Medical Center

Profile

- One of 15 campuses of The University of Texas System
- Comprised of three schools and 2 hospital buildings (St. Paul, Zale Lipshy)
- Approximately 11,000 faculty and staff

The Challenges

- Reduce complaints about operators/agents
- Increase operator/agent efficiency and reduce routine call inquiries going to operators
- Reduce high cost of staffing



OpenSpeechAttendant — 48 ports — 25,000 entries

- Calls to operators decreased by 70%
- Internal calls to speech-enabled auto attendant increased by 75%
- Daily call volume to the speech-enabled auto attendant: 4,600 calls
- Saved hiring 3 additional operators initially and then saved a total of 12 operators with the acquisition of the hospitals
- Cost Savings Benefits (since deployment in 2002)
 - 12 FTEs @ \$31,250 each X 6 years = \$2,250,000
 - Directory listings 450 X per month X 72 months @ \$6.00 = \$194,400
 - Total saving: \$2,444,400

"With the implementation of OpenSpeechAttendant at UT Southwestern, our goals to provide a consistent and professional front door, reduce hold times, and save salary dollars were immediately met. As evidenced by a 75% increase in internal calls to the system, our faculty and staff quickly adopted the service; eliminating their need for paper and electronic directory look-ups. Now we couldn't live without OpenSpeechAttendant!"

*Elwyn Hull, Telecom Director,
University of Texas Southwestern Medical Center*

about Nuance Communications, Inc.

Nuance's Enterprise division is in the business of helping companies better support, communicate with and understand their customers. It does this through a set of customer interaction solutions including inbound/outbound messaging, analytics and caller Authentication coupled with extensive service offerings. Helping with over 6 billion interactions around the world, no other organization is better suited to drive an improved customer experience, better business performance, and improved security. Call us at 1-866-968-2623 and say "Sales Department." Let's talk about how SpeechAttendant can help your organization reduce telecom costs while improving customer satisfaction.