# VBAVoice

Powered by VBAGateway



## VBAVOICE

### Your communiation pathway

# Optimize Customer Support with VBAVoice.

VBAVoice, supported by Twilio Studio, delivers the power and convenience of an Interactive Voice Response (IVR) application, Live Chat and Mobile Push Notifications with real-time integration to VBAGateway through a cloud-based solution. Through connection to VBAGateway, critical information like provider eligibility, claims, authorizations, enrollment and member eligibility is accessed with rapid speed.

The combination of IVR, Live Chat and Mobile Push Notifications works to support payer customer service operations by reducing call volume for simple transactions. This ultimately reduces administrative costs and overhead while providing customers with their preferred methods of communication.
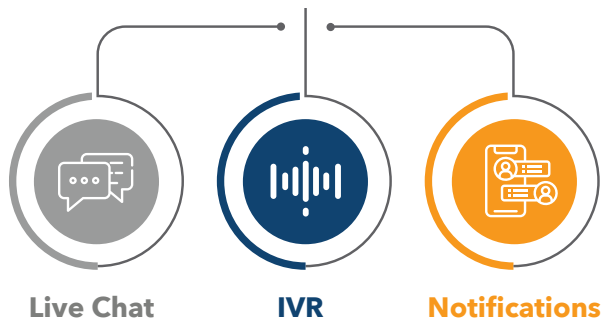
# Meet Your Clients where They Are.

Members, providers, brokers and employers expect immediate personalized service and support, integration with standard and non-standard plans, instant answers and reliability – all accessible through their preferred channels (text, email, phone, mobile app, etc.)

VBAVoice provides an omnichannel experience, allowing users to interact with their healthcare partners, access critical information, and make informed decisions on their time and on their terms.

### VBAVoice Key Features & Functionality:

- Rapid interactive voice responses to common requests, such as eligibility, benefits, and claims status
- Reduced customer service representative involvement
- Real-time connectivity with your core administration system
- Mobile friendly connection from anywhere
- On-demand fax confirmations
- Optimal customer service productivity through live chat; One agent can handle three customer inquiries simultaneously

## VBAVoice
*Powered by VBAGateway*

The Ultimate Customer Support Solution

**Live Chat**          **IVR**          **Notifications**

# Your Voice, Our Vision.

### Immaculate Communication
Experience 99.95% uptime made possible with automated failover and zero maintenance windows. Constant connectivity through instant mobile push notifications.

### Convenient Integration
VBAVoice integrates with VBAGateway to facilitate rapid user access to critical information anytime, anywhere through Live Chat, email and text notifications.

### Increased Efficiencies
Use IVR to reduce calls for simple transactions like verifying eligibility, claims, authorizations, etc., allowing customer service operations to focus on more complex interactions.
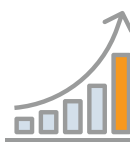
### Economical Evolution
Reduce administrative costs and evolve your business without the additional overhead.

### Optimal Productivity
The Live Chat function boosts customer service productivity by up to 5x, allowing representatives to comfortably assist multiple customers simultaneously.

### Customer Loyalty
Reports show that Live Chat is now the preferred method of customer communication. Promote customer loyalty by delivering the most convenient experience possible.

## Associated With:

VBA
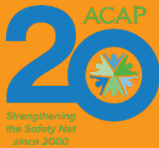
### About VBA

VBA is a proactive, leading-edge software design company providing comprehensive solutions to the insurance industry. Uniquely delivered on a secure, cloud-based platform, VBA provides one common architecture for all benefit administration. Our software development process focuses on continuous improvement to address market demands and ever-changing industry requirements. This empowers our clients to focus on business strategy and growth while streamlining their operations. Learn more at **vbasoftware.com.**

### Contact VBA to learn more or request a live demo of our solutions.

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