

Voice Response Unit (VRU)

Business Service Interface layer providing data to the IVR system

Challenge

Our client has identified a need to modify and improve their IVR system by implementing a new VXML application that should provide a wide range of online services for members, producers and providers.

This new VXML application should essentially provide the same information available on the client's websites but in a limited form (due to IVR limitations).

Solution

Vicert's responsibilities for the VRU project can be grouped into two top-level tasks:

1. BSI-API Design
2. BSI-API Implementation

BSI-API serves as the contract between the IVR application and the backend. It's interfaces are exposed via Plain Old Java Objects (POJO).

Main features that the BSI-API provides are:

- WPR Data Retrieval
- RightFax Integration
- Sigaba Integration
- MTM Data Collection

The APIs implement the business logic required for various transactions that the system should provide, such as data access.

Benefits

The application provides a user experience that creates a new level of excellence in the healthcare industry. Our client improved their service with more ports to handle traffic, enhanced reliability and higher performance. The solution improved consistency for different groups (providers, members, etc.) and through different channels (IVR and Web).

Caller interactions improved from:

- Adding new functionalities
- Adding speech for a more natural interface
- Improving the structure
- Improving the quality of the recordings

Tech: WAS/ATG, Oracle, RightFax

Duration: 2 months

Value: \$120K