



# Case Study

## Using Natural Language Speech Recognition To Enhance Service

### About Gold Systems

Gold Systems' self-service solutions improve profitability and increase customer satisfaction. Using our proven Solutions Discovery Process, Gold Systems helps companies identify processes where efficiency can be optimized with voice automation solutions that implement the latest in IVR, speech recognition and text-to-speech technologies. Named to both the *Inc. 500* and *Deloitte & Touche Fast 50*, Gold Systems has positively impacted bottom line results for companies in the financial, insurance, healthcare, retail and utility industries since 1991.



The State of Wyoming's Workers' Safety and Compensation Division (WSCD) is comprised of eight operating units: Administrative and Fiscal Support, Business Projects, Case Support Services, Claims, Information Technology, Internal Audit and Compliance, Occupational Safety and Health (OSHA), and Training. The Division's clients include workers who have been injured during the course of their employment with covered employers, required coverage employers, those employers who elect coverage for their non-hazardous employees, and employers that fall under OSHA Regulations Programs.

**Business Challenge** WSCD Claims Analysts were so busy answering phone calls that they had little time to appropriately manage their workers' compensation claims. With heavy phone volume, many customers were relegated to leaving detailed voice mail messages and individual claims weren't getting the attention they deserved. Realizing that high government agency customer service ratings were important to maintaining the Division's professional image, WSCD sought a viable, cost-effective solution.

**The Solution** Gold Systems helped WSCD integrate Claim Inquiry Self Service (CISS) and V-Dialer software products. CISS enables injured workers, healthcare providers and employers to obtain claims information around-the-clock using Natural Language Speech Recognition (NLSR). This solution eliminates multi-layer touch-tone; allowing callers to retrieve the information they need quickly, just by speaking their request. CISS and V-Dialer use Interactive Voice Response (IVR) technology to provide the following capabilities:

- Injured workers, healthcare providers and employers can obtain claims information without human assistance, at any time.
- V-Dialer allows incoming callers to speak a person's name and be transferred.
- NLSR technology recognizes natural language spoken input.
- Gold Systems' Vonetix middleware product validates caller identification and obtains claims information from WSCD's data system.

**The Results** WSCD's foresight and proaction paid off when it was audited by the Wyoming State Legislative Service Office. During the audit, WSCD was able to report positive gains in customer service through its recently-implemented technology. Not only was customer service on the rise, but because of Gold Systems' NLSR expertise and experience, the implementation was virtually effortless. "This was one of the least stressful projects that I have experienced in the last four years," admitted Jamie Schaub, business systems manager, WSCD.

**Benefits for the Customer** With Gold Systems' effective solutions and smooth implementation, WSCD is now exceeding government-mandated customer service ratings. In fact, with the CISS and V-Dialer systems, customers no longer have to wait to get information from this state agency. At the same time, Claims Analysts are managing their projects more effectively and now find their jobs more satisfying.

Read about how Gold Systems helped this state agency improve customer service and employee satisfaction

Gold Systems, Inc.

Toll free 800-988-7798 say "sales"

sales@goldsys.com

www.goldsys.com

To learn more about Gold Systems solutions, call 800.988.7798 and say "Sales" or visit [www.goldsys.com](http://www.goldsys.com).