World Access Overview

World Access (Richmond, VA) is a leading provider of travel insurance, international healthcare, and assistance products. As a member of the global Mondial Assistance Group, World Access provides services to customers 24 hours a day, wherever they travel, all over the world.

Over 90 million Americans depend on World Access for complete medical assistance. We are the nation’s leading provider of international assistance services to Americans living or traveling abroad for business, pleasure, or long term employment assignments.

World Access is currently deploying Avaya’s Voice Portal/Nuance speech recognition solution to “front-end” and route calls to appropriate member plans to verify insurance coverage for a national healthcare provider.
WASC – Current Speech Platform

• WASC currently utilizes two Avaya UCS1000 Conversant (Rel 8.0) systems (144 total ports) for its speech platform. The speech engine is Scansoft (Nuance). The system has been in production for approximately 5 years.

• Speech system handles approximately 1.2 million calls per month, or 82% of the total client calls. Average speech call handling time is approximately 30 seconds versus 35 seconds for a live agent call.

• Calls that can not be handled by speech are routed to “live” agents. Agents use Avaya’s IC Manager 6.0 (screen pop) for manually routing calls to member plans.

• Current speech system is 100% utilized for single application; does not the capacity for additional applications.
Factors Driving WASC’s Speech System Upgrade:

• Conversant platform (Rel. 8) has reached end-of-life cycle

• Current 144 port system is insufficient to handle projected growth for existing application or addition of future applications

• WASC needs a scaleable system for expanding speech applications into other LOBs. Implementation of speech applications for other LOBs is critical to remain competitive in the marketplace.

• WASC hopes to install new system that will improve call handling times and increase number of calls handled by speech.
Speech Solution – Vendor Considerations

**Integration** – Select a vendor (“General Contractor”) that can guarantee and provide a single contact for all integration services. *(WASC weighted the highest in vendor selection scoring)*

- **Support** – Select a vendor that has proven track record for providing 24 X 7 reliable customer service support. Vendor should provide single-point of contact for all service support issues – hardware, operating system and speech engine software.
- **Scalability** - Select a speech platform that has the ability to grow as required for additional call volumes and future applications.
- **Reputation** – Select proven industry leaders in the speech solution space.
- **Price** - Price is always a factor in the vendor selection process, but don’t let price be the lone driving factor and don’t make price alone be the decision maker.

Selection TIP: *If your business practice rules permit, avoid the RFP process in the vendor/solution selection process. Utilize Gartner and its research data to get the process started, concentrating on vendors in the “leaders” area of Gartner’s Magic Quadrant.*
Keys to Successful Implementation of Speech Solution
• Avoided timely RFP process. Looked at only perceived “leaders” in Gartner’s Magic Quadrant

• Met frequently with internal business and Call Center operations stakeholders to ensure selection/implementation process “buy-in”

• Selected proven hardware (Avaya) and speech engine (Nuance) solution providers. All solution components purchased from Avaya.

• Selected single vendor (Avaya) to manage installation of solution

• Currently installing new Voice Portal speech solution and running in parallel to Conversant platform.
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The Voice Solutions Showcase

Thank You