

Voice application in record time helps a federal agency provide COVID-19 Assistance



CHALLENGE: To support the Government's objective of free delivery of COVID-19 rapid test kits across the country, the federal agency had to launch the voice application quickly to help millions of citizens.

SOLUTION: The federal agency used Voxai's bi-lingual voice application built in 48 hours to provide citizens information and the status of orders and delivery of Covid-19 rapid test kits.

RESULTS: Voxai's voice application offered the scale and reliability needed to support millions of calls in a short time with zero customer disruption.

VOXAI VOICE APPLICATION SUPPORTED:

300M
Citizens

100K
Calls per day

2
Languages

When the government asked the federal agency to support the delivery of free COVID-19 test kits to all citizens across the country, the federal agency, our longstanding customer, had to act fast to serve the nation against the pandemic. Responding to this requirement, Voxai developed and deployed an enterprise-grade bi-lingual voice application in 48 hours to help citizens with general information, order, and delivery status of free COVID-19 test kits. Requirements included:

- The voice application had to be accessible to millions of people across the country, all with minimal wait times and disruption.
- Support citizens in 2 languages – English and Spanish.
- Provide citizens with general information on the ordering of COVID test kits.
- Provide citizens with the order and delivery status of already ordered test kits.
- Connect the caller with agents if they are unsuccessful in ordering test kits off the website.
- Provide seamless integration with the back-end CRM systems.

Reliable service on a nationwide scale

Citizens can engage with the voice application, accessible on desktop and mobile. The Voice application supports 100,000 calls per day to help citizens resolve their cases efficiently and reduce the need to contact a live agent. When the VA can't solve an issue, it can seamlessly transfer the customer to one of the 3500 live agents supporting the federal agency's operations.