



INTERACTIVE VOICE RESPONSE SYSTEM AT LEVY COUNTY HOUSING AUTHORITY

The Challenge

Levy County Housing Authority staff had grown accustomed to the continuous noise of phones ringing. Answering nearly 50 repetitive status calls every week, the situation was stressful to all staff members. It not only added anxiety to the office but fielding calls became very time consuming. Christy Holland, Public Housing Administrator, remembers how frustrating it would be when the phone rang, "You would have to stop what you were doing." Agency members routinely halted their work to answer the repetitive calls. Levy County was desperate for a solution that would minimize their calls and make their office more efficient.

The Role of IVR

The agency found their answer in Tenmast's Interactive Response System (IVR). Real time data is available to all tenants and applicants when they call into the system and enter their Social Security Number. Levy County employees have no ongoing work to make information available. IVR does it all for them and the information is available 24/7!

Holland is a huge fan of IVR, "Now we don't have to stop in the middle of our work! I love it!" The atmosphere change in the office is apparent to the Executive Director, Bob Williams, "With IVR, everything is less stressful!"

The agency was excited to introduce and use the system with tenants and applicants. Levy County announced the system in their Newsletter, on their website and made sure directions were clear on the automated message that was heard. Within a short few weeks everyone was using the system well!

The customization IVR provides has made things easier at the agency, "The introductory phone message announces that applicants who do not speak English must provide an interpreter when they come to the office. This has made things much better for us and the applicant," Williams reports.

"With IVR, everything is less stressful!"

The agency reached their goal of becoming as automated as possible to relieve staff members. Seeing a dramatic decrease in the number of calls received each day has been the greatest benefit, "We can now focus on other things. When you only work 4 days a week saving time is so important," Holland says. Saving several hours of work

For more information on IVR or to see an online demonstration, please contact us, 877.TENMAST (877.836.6278) or info@tenmast.com.

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