IVR

INTERACTIVE VOICE RESPONSE SYSTEM AT PEKIN HOUSING AUTHORITY

The Challenge

Pekin Housing Authority was a busy agency with the incessant sound of phones ringing. Receptionists knew the questions they would hear before picking up the receiver: repetitive inquiries on the status or position of an applicant's place on a waiting list or the condition of their application. In addition, tenants routinely called in asking for their current rent balances or questions about upcoming payments.

Kelly Alwood, Administrative Assistant, estimates the office received over *80 repetitive status phone calls every day*. With an estimated *200 recurring calls every week*, staff was spending too much time picking up the phone and answering questions. Applicants wouldn't just call in and ask about their status, Alwood remembers, "They started a conversation with us, asking how we were. It was hard to politely tell them we were busy and had to answer other phone lines!" Calls became so overwhelming that applicants and tenants were soon limited to one phone call a month by the HA.

Staff members were spending valuable and excessive amounts of time throughout the day on the phone. Calls also required searching for tenant information in the system and entering in the date of the phone call. Agency staff was overwhelmed and searching for a solution to the phone ringing.

KEY RESULTS

- Office answered over 200 repetitive status phone calls a week
- Business card with phone number and directions handed out to notify people of the new system
- Real time information now available 24/7
- 50% decrease in calls to the office using IVR
- 17 hours of work

The Role of IVR

Tenmast's Interactive Voice Response System (IVR) was the key to minimizing the calls at Pekin's office. Applicants and existing tenants call a number and are prompted to enter their Socail Security Number. An "auto-attendant" then responds with their pertinent information, pulling from the Tenmast database in real time.

When introducing IVR to tenants and applicants, Pekin handed out business cards with the phone number and instructions on how to use the system. This provided an efficient way to notify tenants and applicants the new way they would receive information. Alwood reports users are very happy with the system, "They are no longer limited to one phone call a month. They can call as many times as they want now." Information is available 24/7 and always up to date.
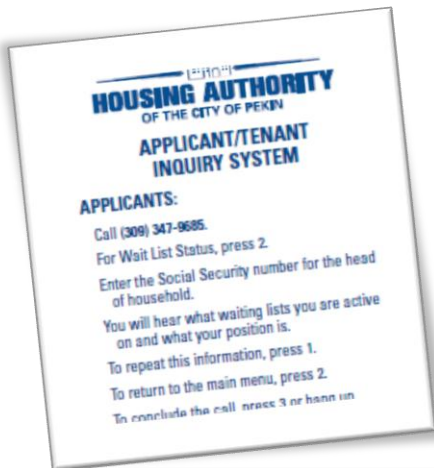
The agency is now working more efficiently and has seen over a *50% decrease in repetitive phone calls*! Eliminating 200 phone calls that averaged to 5 minutes each time has opened up 17 hours of work time! Agency members accredit their decreased workload to IVR, not realizing just how much time they were devoting to phone calls until the ringing stopped.

Agency has experienced a 50% decrease in repetitive calls using IVR!

Alwood is happy to report their receptionist's workload has significantly decreased. "Our receptionist position was always rotating people in and out. We no longer have to train the position over and over, teaching new people how to field the constant phone calls."

IVR has been a great success and time saver at Pekin Housing Authority. **Could your HA use a system to handle those incessant and repetitive phone calls?**

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

HOUSING AUTHORITY
OF THE CITY OF PEKIN
APPLICANT/TENANT INQUIRY SYSTEM

APPLICANTS:

Call (309) 347-9685.

For Wait List Status, press 2.

Enter the Social Security number for the head of household.

You will hear what waiting lists you are active on and what your position is.

To repeat this information, press 1.

To return to the main menu, press 2.

To conclude the call, press 3 or hang up.

HOUSING AUTHORITY
OF THE CITY OF PEKIN
APPLICANT/TENANT INQUIRY SYSTEM

TENANTS:

Call (309) 347-9685.

For Account Balance, press 1.

Enter the account holder's Social Security number.

You will hear your current balance.

You will hear your current rent amount and when it is due.

To repeat this information, press 1.

To return to the main menu, press 2.

To conclude the call, press 3 or hang up.