

We're ready to take your calls.

To find out more about how WebforPhone can add automated voice access to your e-commerce site, or provide other services, please contact:

215-854-0555

info@netxentry.com

www.WebforPhone.com

FREE DEMO

For more information or to experience this sophisticated system for yourself, try a demo at www.webforphone.com.

About WebForPhone

WebForPhone is a service of NetXentry, LLC. The company was founded in 2000 to exploit the potential of innovative speech-based business services attainable through integrating state-of-the-art advances in speech recognition, Internet, CRM and telephony. NetXentry develops applications and delivers the WebForPhone services through a proprietary scaleable platform. It has a concurrent servicing capacity of near a thousand calls. Services have also been customized also for Retail, Finance and Health-care. Please see list of clients on reverse page.

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WEBFORPHONE CLIENTS

Health Insurance



Health Care



Insurance



Financial



Retail



Health Care Self Service

by Advanced Speech Recognition
and Phone



A Service of NetXentry

For Health Care Organizations:
Improve your member and
provider satisfaction, gain
marketplace advantage and save.

- Speech engine recognizes large customized speech vocabulary in multiple languages (provider name, address, medical terms, claims and eligibility status, etc.)
- Full range of applications (see pg. 3)
- Add-on self-service by phone to your website, with exactly same functions (we provide interfacing or even website)
- No Software needed (we provide custom interfaces)
- Security and privacy (with voice authentication)
- Extensive health care experience and references (see pg. 6)
- Try-before-buy
- Charges based on usage

WebForPhone Platform How It Works

Your providers, members and management dial the Platform through any phone, anytime, with answer on first ring, no-wait. The caller is prompted as to what is needed, but may “say anything”. Menus or pressing keys are avoided. It works exactly the same as self-service by a website. Imagine, your WebForPhone proprietary speech engine recognizes every word used in the database. As illustrated in the diagram on the right, the Platform can be envisaged like an Automatic Translator capable of conversing via the telephone with callers at one end and understanding and executing instructions by using the client’s database and website at the other end. The Platform is also used by WebForPhone staff to generate custom interfaces to your website. No software is needed to use the WebForPhone system. The Platform serves also as super telephone attendant, routing calls to live agent call center (with CTI), to staff or to the self-service.

Benefits

There is an order of magnitude cost saving as compared to service by live agents. ROI is realized in a very short term. Still, most important is the improvement in user satisfaction. Better service retains and attracts new members and improves our client’s competitive position. Advanced speech recognition allows the WebForPhone application to resolve 80%+ of our customer’s phone traffic.

Health Care Self Service IVR Applications

Member

- Account status for claims, benefits, referrals, etc.
- Find provider for medical needs
- Update address, dependents, physician, etc.
- Fax, email, mail information or card
- Claim appeal

Provider

- Verify eligibility and coverage
- Check/update status of account, claims, benefits, referral
- Fax, email, mail information
- Notify care taker, pharmacy, etc.

Management

- Enrollment
- Sales and Marketing support
- Broker quotes
- Satisfaction survey
- Full usage reporting

Costs

Free trial; try before you buy. There is a one time setup fee depending on applications selected. It is reduced through use of generation of interfaces. Usage charges range from \$.20 per minute for minimum monthly usage to \$.05 per minute for 5 million minutes per month. Telephone charges are covered by client. Services are offered hosted at WebForPhone; offered also at client’s site for either a monthly minimum or fixed price per T1.

