



# NICE IVR Optimization

Your Path to Customer Experience Wellness

## A Major Healthcare Insurer

4m

Members



9m

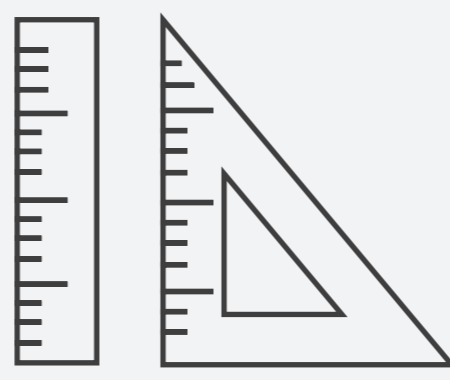
Member and Provider Interactions

## Challenge



Low IVR Containment

WHY?



Measure IVR Journey Behaviors

HOW?



Eliminate Caller Time-Outs

HOW?

**How much is containment worth?**

**+ 1% = 91,000 ↓ and \$500,000 ↓**

Increased Containment

Fewer Calls

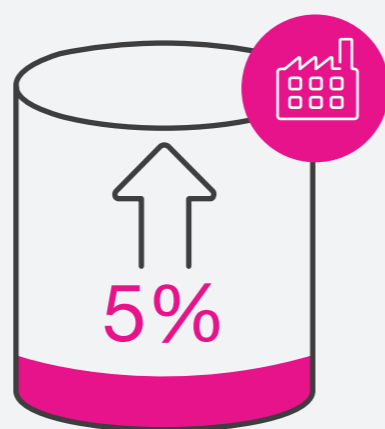
Lower Cost to Serve

## NICE IVR Optimization

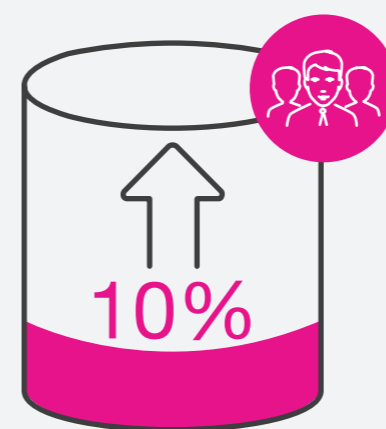


\$1m

Saved via Improved Authentication



Improved Providers Containment



Improved Members Containment



\$4m

Eliminated Cost Overall

*TOTAL ROI: \$5 MILLION ANNUALLY*

## Extra Benefits



Customer Satisfaction



Loyalty



Seamless, Efficient, Frictionless Customer Journeys

By providing comprehensive IVR visualization, deep analytics, and prescriptive guidance for continuous improvement, NICE IVR Optimization positions healthcare insurers and providers to achieve optimal visibility, accountability, and efficiency, while delivering winning customer experiences.

Visit [NICE.com](http://NICE.com) to learn more about how you can master your IVR journeys.