

PROVEN HEALTH INSURANCE CONTACT CENTER SOLUTIONS

# WHAT ARE YOU DOING TO PROVIDE AN EFFORTLESS CUSTOMER EXPERIENCE WHILE REDUCING OPERATIONAL COSTS?

MicroAutomation's configurable contact center solutions make it easy.

## Satisfied Customers, Lower Costs

Research and proven case studies show that well-done, strategic automated technologies enable self-service customers to get what they need effortlessly, freeing up staff time for more complicated matters. Our health insurance interactive voice response solutions (IVR) handle more than 12 million calls a year, saving our clients on average \$5 million a year.



## Customized Health Insurance Solutions

Why shouldn't health insurance organizations offer the same level of customer service as the retail industry? Our HIPAA-compliant, proven solutions help you provide better customer-centric engagement, increased efficiency and expert call handling.

## Why MicroAutomation?

For nearly 30 years, we've developed both on- and off-premise automation solutions that power stellar self-service customer experiences and drive top customer satisfaction scores. We'll work directly with you to help you get the results you want.



**MICROAUTOMATION IS THE  
AUTOMATION AND EFFICIENCY EXPERT  
IN THE CONTACT CENTER INDUSTRY**

### Integrate into Your Current System

We'll partner with you to provide the exact solutions you need to meet your customer service goals. Our solutions work with the systems you already have in place, so you can start elevating your customer service right away.

**Are you ready to take your customer service to the next level? Start by taking the MicroAutomation Challenge at [microautomation.com/healthinsurance](https://microautomation.com/healthinsurance).**

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Interactive

  
CISCO™

**AVAYA**

**UNIFY**

  
**MicroAutomation**  
CUSTOMER CONTACT SOLUTIONS

5870 Trinity Parkway, Suite 600  
Centreville, VA 20120  
(800) 817-2771

To learn more about our contact center solutions, contact an advisor at **(800) 817-2771** or email us at **[sales@microautomation.com](mailto:sales@microautomation.com)**