



City Voice Services

Angel Platform
Services



Background

- Early-2012– Began work to improve
 - Assistance Registration for families in need
 - Reduce utilities disconnection rates
- Assessment
 - Internal IVR program = ~\$86,000/year
 - Vendor Services Option?

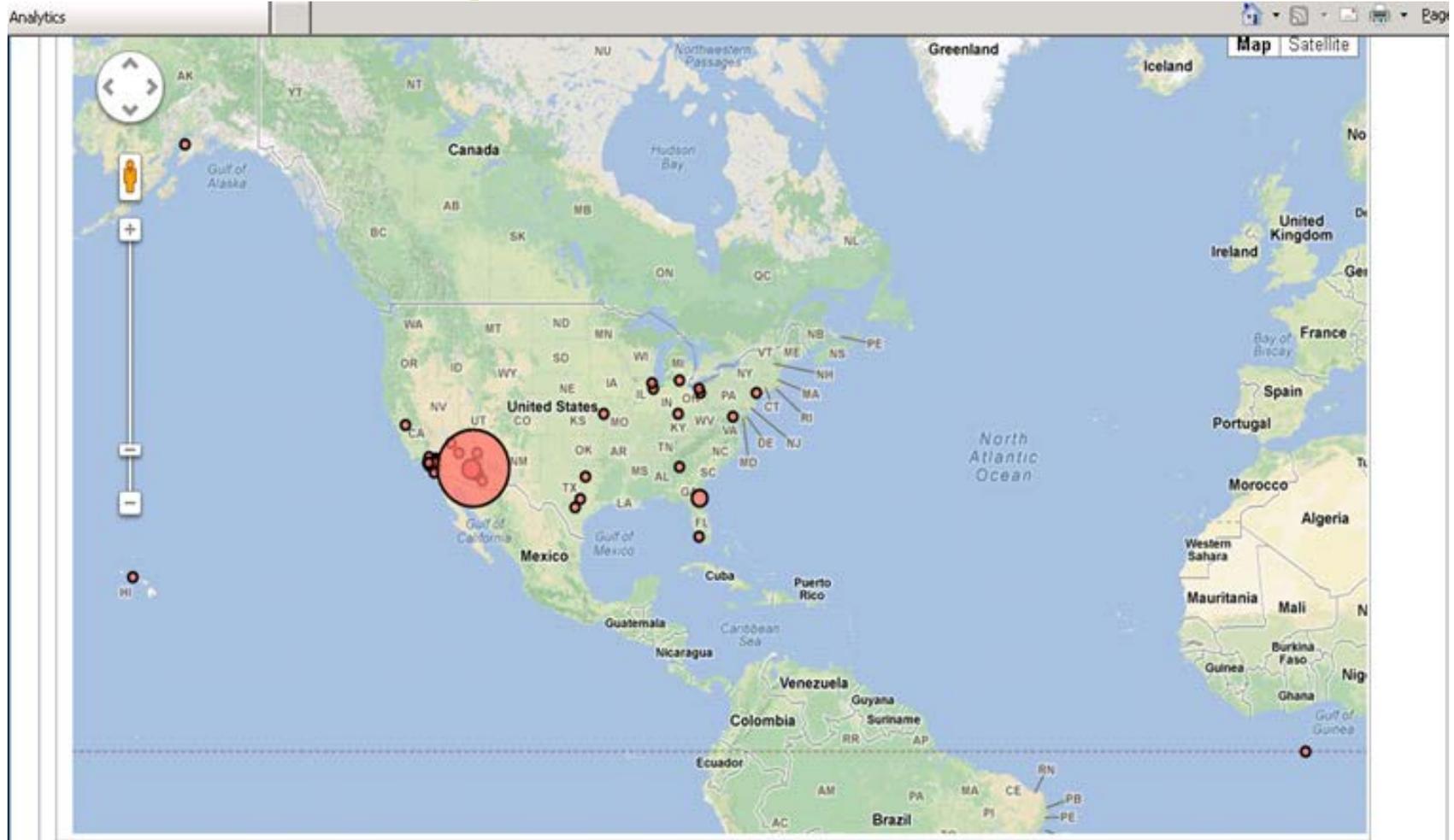
Procurement

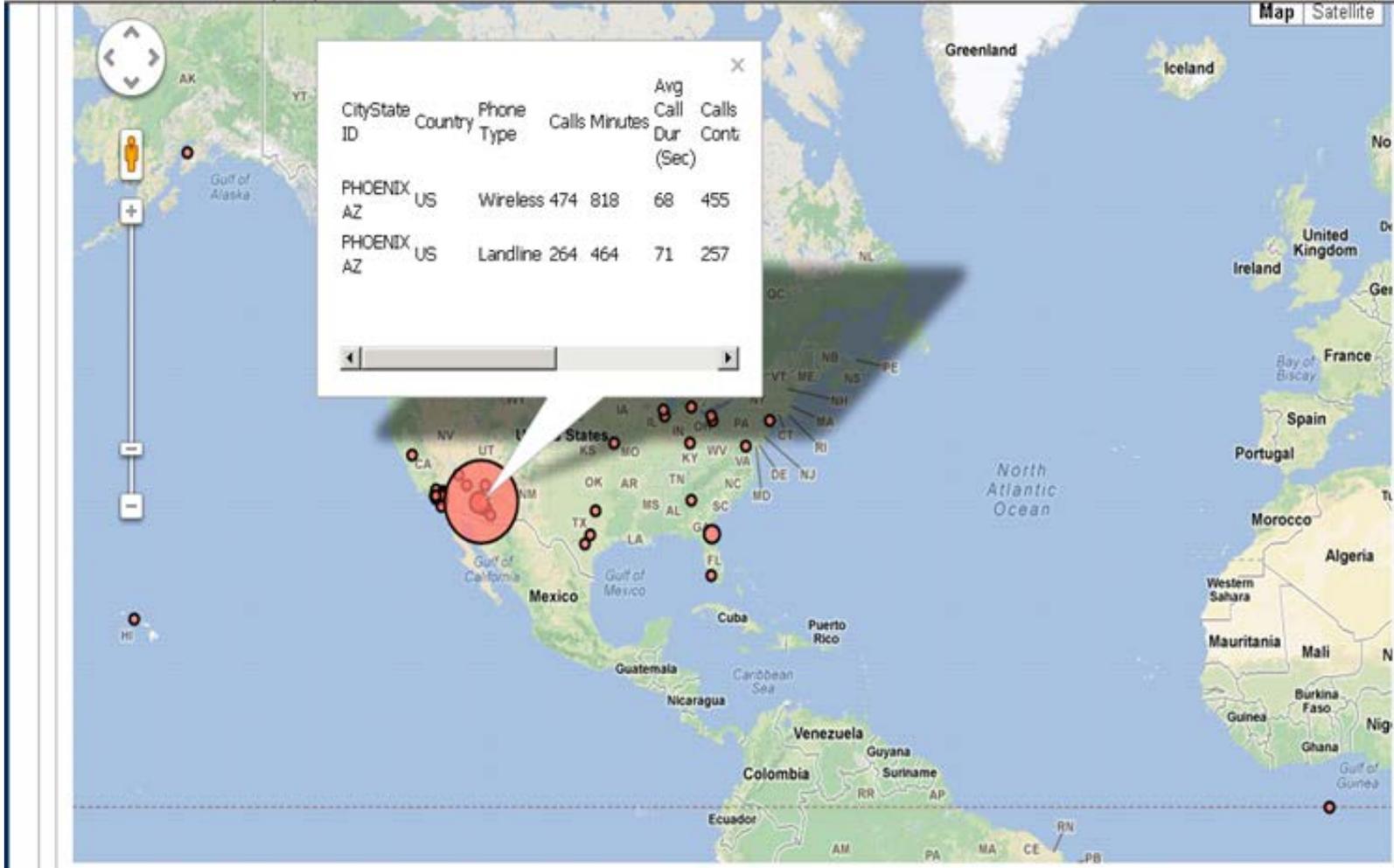
- RFQ
 - Proposals ranged from ~\$13,000 - ~\$190,000
 - **SAME SPECS!**
- Selection:
 - Angel = ~\$7,000/year + \$6,000 development
 - Ability to develop and expand
 - Usage-based
 - Analytics tools

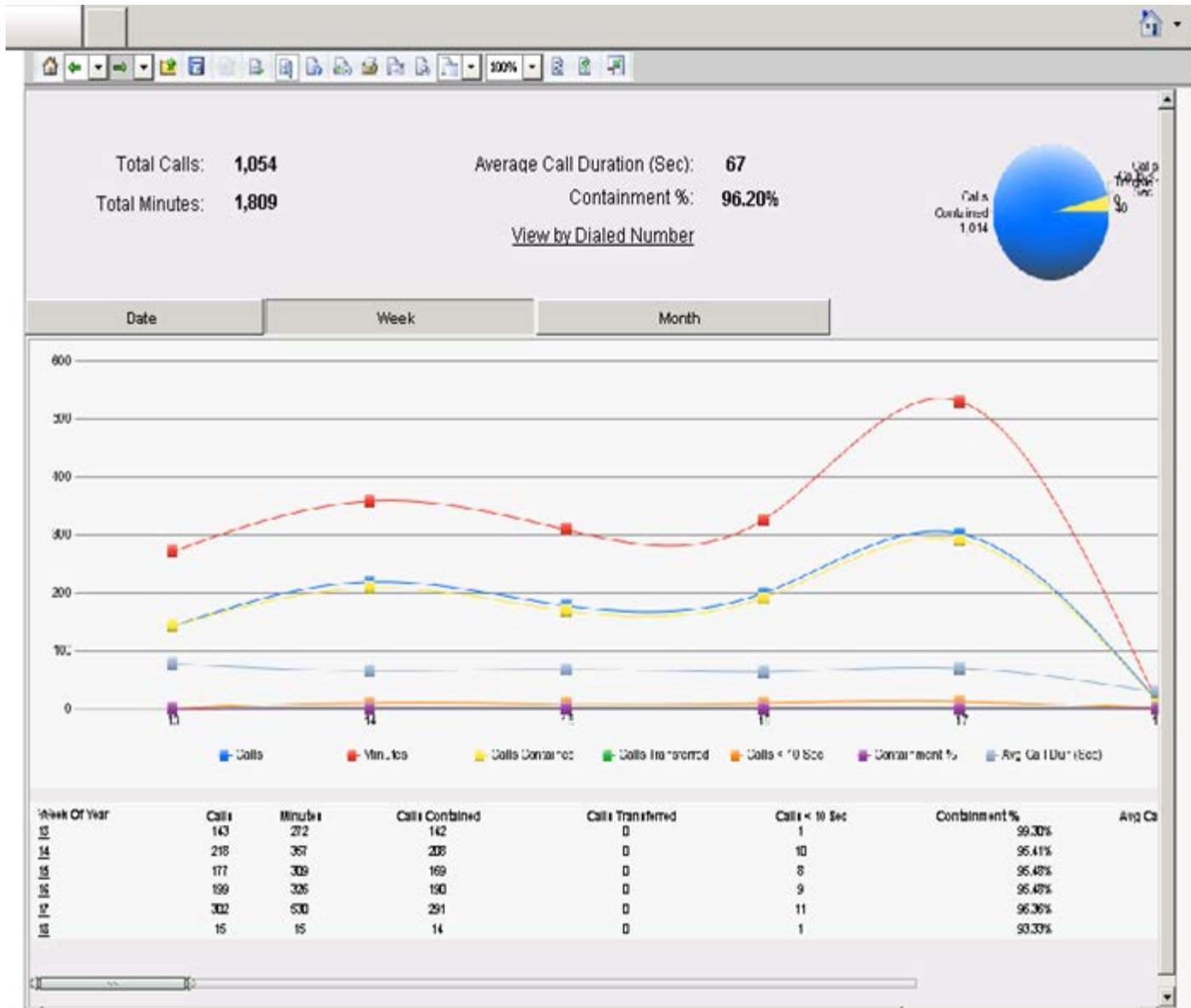
Solutions

- Assistance Registration
 - Avondale is a clearinghouse for grant aid
 - Families with children that cannot afford utilities and food
 - Fights + accusations of rigging
 - Now call in, register, and get sequence #
- Utilities Disconnections
 - People forget bills or cannot pay
 - Send staff + rough customer interaction
 - Now call day before with options

CXA Strategic Data









CityState			Country	Phone Type	Calls	Minutes	Avg Call Dur (Sec)	Calls Contained	Calls Transferred	Calls<=10 % Sec	% Contained
PHOENIX AZ	33.5443	-112.0485	US	Wireless	98	176	71	91	0	7	1
				Landline	61	116	75	61	0	0	1
GOODYEAR AZ	33.4371	-112.3586	US	Landline	13	23	84	13	0	0	1
FLINT MI	43.0169	-83.6896	US	Wireless	10	17	59	8	0	2	1
					9	15	65	8	0	1	1
					9	15	65	8	0	1	1
HENDERSON NC	36.3239	-78.4085	US	Landline	9	12	61	9	0	0	1
JACKSONVILLE FL	30.325	-81.6661	US	Wireless	9	13	47	7	0	2	1
SCOTTSDALE AZ	33.493	-111.928	US	Wireless	7	15	88	7	0	0	1
CHANDLER AZ	33.3047	-111.9078	US	Landline	4	5	33	2	0	2	1
TUCSON AZ	32.2276	-110.9658	US	Wireless	3	3	32	3	0	0	1
CASA GRANDE AZ	32.8761	-111.7479	US	Wireless	2	4	74	1	0	1	1
ARLINGTON HEIG IL	42.0898	-87.9841	US	Wireless	1	1	60	1	0	0	1
GLENDALE AZ	33.5964	-112.225	US	Landline	1	1	28	1	0	0	1
IRVINE CA	33.6689	-117.8536	US	Wireless	1	3	167	1	0	0	1
LA GRANGE IL	41.7347	-87.8401	US	Wireless	1	1	32	1	0	0	1
MELVINDALE MI	42.2988	-83.1936	US	Wireless	1	1	37	1	0	0	1
ROOSEVELT AZ	33.8496	-111.2975	US	Landline	1	1	28	1	0	0	1

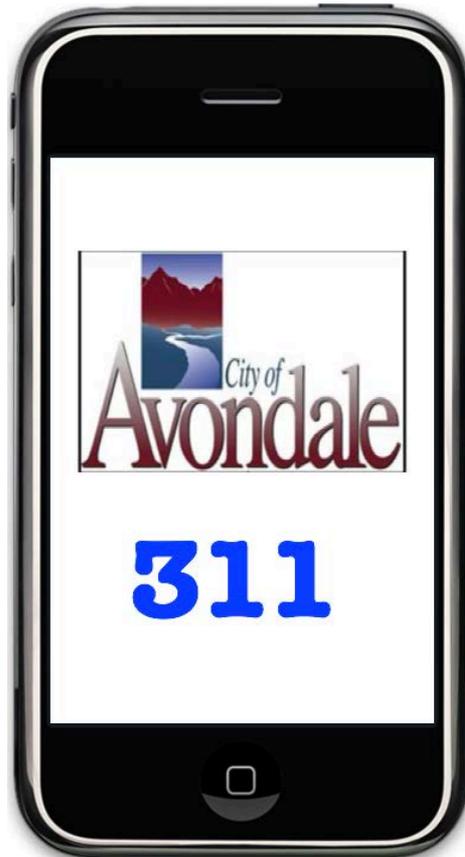
Results

- Assistance Registration
 - No accusations of unfairness
 - Saved ~900 staff hours
 - Focus on helping families
- Utilities Disconnections
 - 48% reduction in disconnects to <1% of accounts
 - Saved ~2,600 field staff hours
 - Cash flow has improved and referral of accounts to collections is minimal
- Economical Versus In-Sourcing

New

- Sanitation Notifications
 - Call blasts notify garbage and recycling customers when holidays move pickup
 - Saving ~\$13,000 in re-run routes
- Examining 3-1-1 Services
 - Usage-based
 - Transfer to requested departments
 - Could offer mobile "Lexee" (or "MAGgie"?)

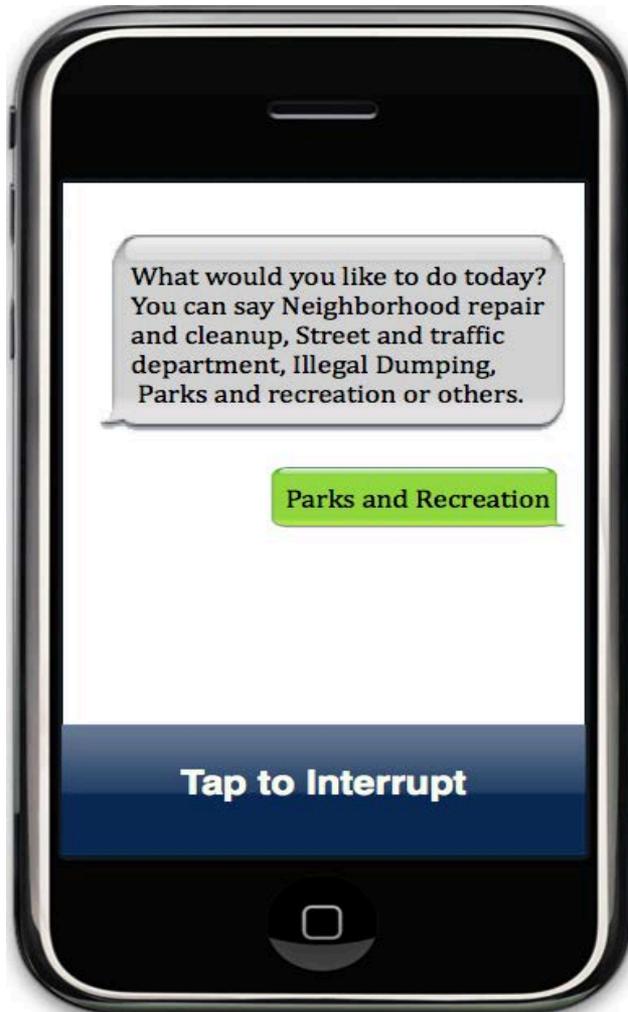
“MAGgie”



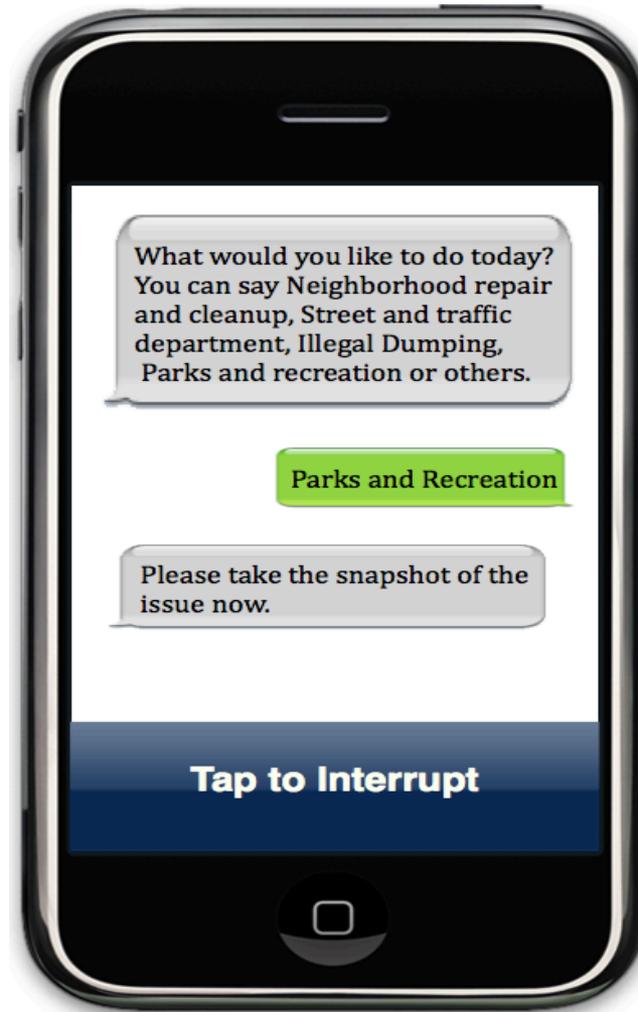
**Empowers clients to voice-enable their mobile apps
to broaden & deepen customer engagement**



Greets Caller and asks reason for call



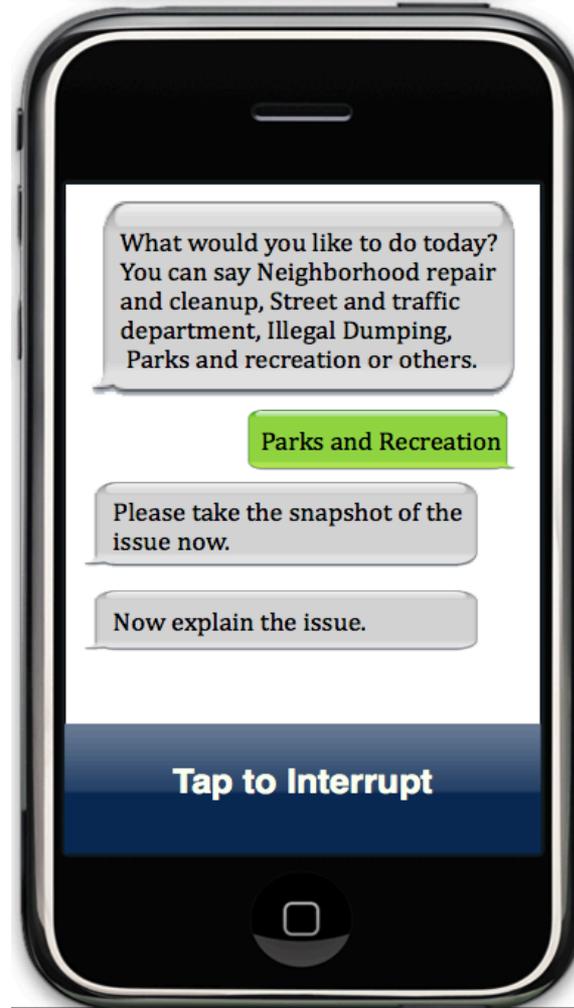
Asks to take a snapshot



Take Snapshot



Ask for explanation of the issue



Current location



Asks for Name, Email and Phone





Questions?

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