

**THE AVAYA SELF-SERVICE SYSTEM WITH
AMERICA'S HEALTHCARE SOLUTION
SOFTWARE FROM ACCUVOICE INC.**

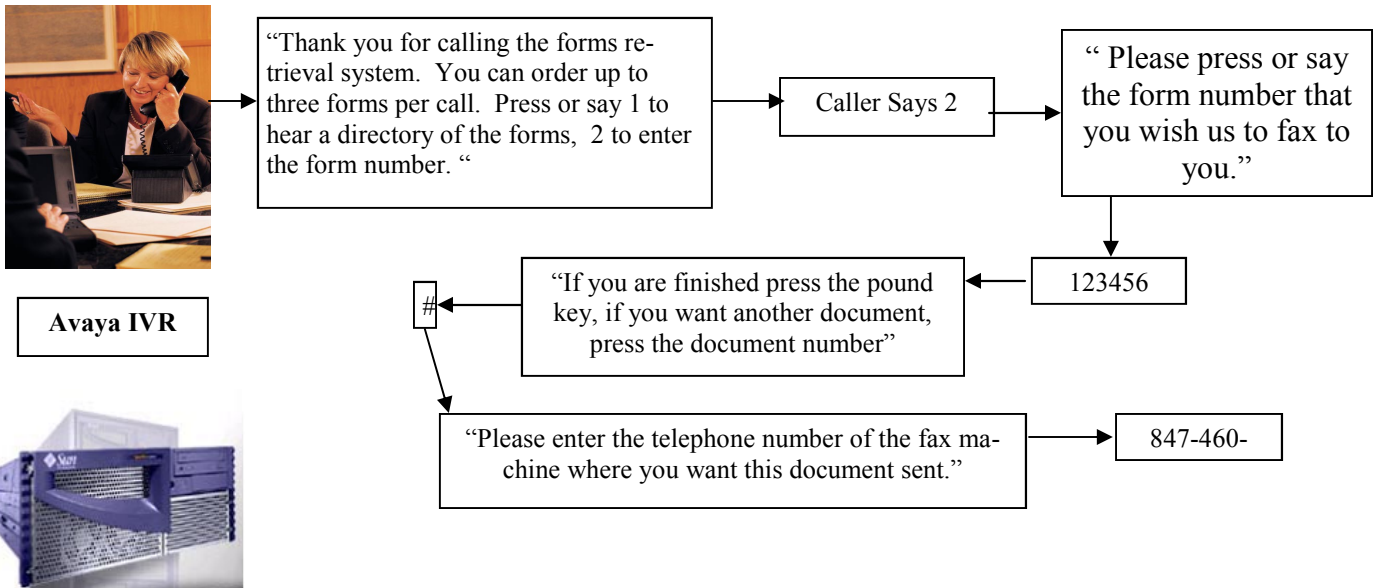


Insurance solutions to offload employees to provide additional time for critical customer communications.

FAX FORMS INSURANCE

“Is there an easy efficient way to automate the faxing of routine requests for standardized forms?”

FaxBack by Accuvoice Inc automates routine requests for frequently requested forms.



Application Administration

- Administered by a touch-tone telephone

Options

- Text to Speech to confirm the form name, and fax number entered.

Benefits

- Reduction in need for Insurance Company employees to handle routine request
- Able to retrieve information quickly, 24 hours per day, 7 days a week
- Insures accuracy and completeness of information given to callers
- Lower cost to serve patient accounts



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