



## Case Study: *Find Me Shelter!* Mile High United Way 2-1-1 Callers See and Hear Information



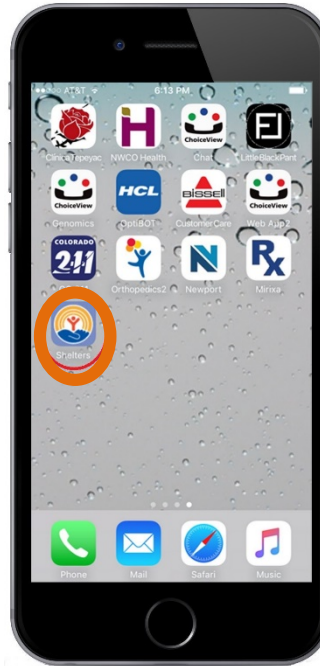
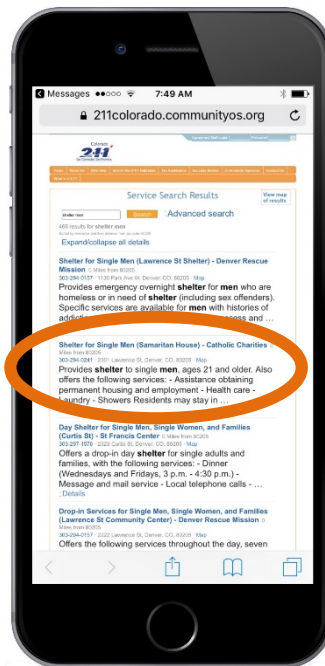
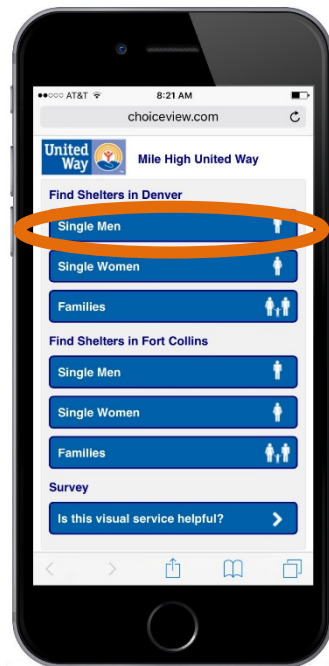
*ChoiceView® Visual IVR shows and saves Metro Denver emergency shelter locations on smartphone home screen*

Mile High United Way (Metro Denver, CO) has solved a problem for callers seeking emergency shelter. When reaching the automated phone attendant, smartphone users quickly see a menu, tap a selection, and see a shelter location. They can save the link on their home screen for future use. Callers quickly find the right shelter for the night, whether alone or with their family!

### CASE STUDY: ChoiceView



*“Now I see what you’re talking about!”*



1. 2-1-1 auto-attendant answers and offers option to see, not just hear, information. Caller taps text to see menu. Taps 'Single Men.'
2. Caller sees shelters and taps best choice.
3. After ending session, caller saves link to Mile High United Way 2-1-1 on smartphone home screen.



**David Holland, Mile High United Way 2-1-1 Manager:**

*“We’re pleased to collaborate with Radish Systems to offer 2-1-1 callers an easy way to see and hear shelter information, whenever we’re unable to answer the phone live. Nearly 45% of after-hours callers choose to use the ChoiceView Visual IVR to receive emergency shelter information. It’s really helpful for smartphone callers who often have no way to write down the information. They can quickly see menu options, then automatically transfer to the 2-1-1 website for detailed shelter locations.”*



ChoiceView®

Visual exchange is an award-winning, patented feature of the Radish Systems ChoiceView enterprise software platform. Videos at [www.RadishSystems.com](http://www.RadishSystems.com).