



# Case Study: *Find Me Shelter!*

## United Way 2-1-1 Callers See and Hear Information

### ChoiceView® Visual IVR shows and saves emergency shelter locations on smartphone screen



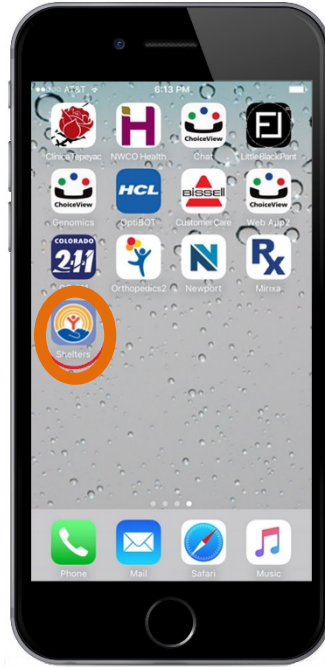
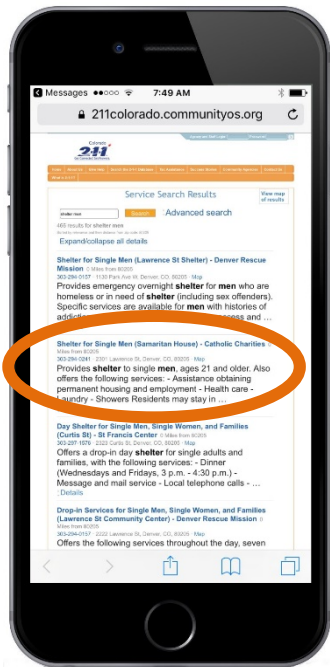
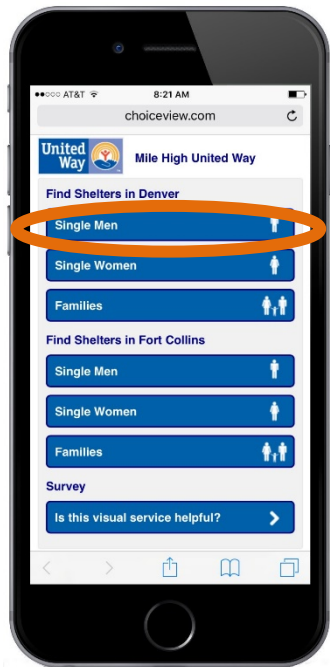
**PROBLEM:** Mile High United Way (Metro Denver, CO, USA) has solved a problem for callers seeking emergency shelter. Especially as the weather gets colder more people seek shelter, yet they have no way to write down or easily remember the information delivered via a lengthy voice-only announcement. In 2017, 2-1-1 received nearly 80,000 requests for help.

**SOLUTION:** When reaching the Interactive Voice Response system powered by ChoiceView, smartphone users quickly see a visual menu, tap a selection, and see shelter locations. They can save the link on their home screen for future use. Callers quickly find the right shelter, whether alone or with their family!

### CASE STUDY: ChoiceView Visual IVR



*“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 receives an SMS text to launch a browser and view the information. Caller taps text to see menu. Taps 'Single Men.'
2. Caller sees local shelters and taps best choice.
3. After ending session, caller saves link to Mile High United Way 2-1-1 on smartphone home screen. as an icon, for quick access to shelter locations next time. The caller can also take a satisfaction survey.

*“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.”*



*David Holland, Mile High United Way 2-1-1 Manager Denver, CO, USA*

**BENEFITS:** faster and easier access to information & shelter, shorter calls, higher call containment through visual self-service, and reduction in staff needs.



*“Voice with Visuals™”* exchange is an award-winning, patented feature of the Radish Systems ChoiceView enterprise software platform. Videos and more information at [www.RadishSystems.com](http://www.RadishSystems.com).