ChoiceView® Provides Voice-to-Visual Navigation on Mile High United Way 2-1-1 Help Center Calls
Callers can see and access critical COVID-19 information during 2-1-1 calls without using a mobile app.

BOULDER, CO (October 1, 2020) Radish Systems is pleased to announce deployment of its ChoiceView Visual Phonebot at Mile High United Way's 2-1-1 Help Center. ChoiceView allows callers with mobile devices to visually navigate and view COVID-19-related information during a standard 2-1-1 call. No mobile app is required, and no broadband connection is needed. It works with first-time callers. As a result, callers can access COVID-19 resources more efficiently than with a voice-only call. This will help alleviate Mile High United Way's 2-1-1 Help Center so they can meet the high volume of calls and respond to clients and assist them with critical resources -- an important consideration during times of COVID-19 call spikes or other emergencies.

David Holland, Mile High United Way's 2-1-1 Help Center Director, stated:

> *"We're pleased to collaborate with Radish Systems to offer 2-1-1 callers an easy way to see and hear COVID-19 related information, and other critical resources. It's really helpful for smartphone callers to be able to see and access relevant information visually. Callers can then save that information on their device -- via browser history, screenshot or bookmark -- and have it available for quick reference next time, without even making a call."*

Digital Transformation of Phone Calls
When a user calls Mile High United Way's 2-1-1 Help Center, a ChoiceView Visual Phonebot offers the opportunity to engage visually. The user stays on the call and can view COVID-19 resource information, including COVID-19 testing locations, shelter and food options, and utility and rent assistance. With ChoiceView, any visual information delivered during the 2-1-1 call can be saved on the user's device for future reference.

The Power of a Visual Phonebot
A phone call is familiar to everyone and doesn't require setup or training. 2-1-1 Help Center services, as well as most hotlines, are accessed by a regular phone call. ChoiceView starts with the familiarity of a phone call and adds a visual dimension. It fills the gap between a basic phone call and a video teleconference. It preserves voice quality without needing a high-bandwidth connection. It's inherently compatible with business phone systems and voice platforms such as Amazon Connect, Twilio, Cisco, and Avaya. With ChoiceView's Visual Phonebot, companies are finding improved call containment, shorter call handling time, enhanced caller understanding, higher first-call resolution rate, and increased caller satisfaction. As a result, self-service is increased and fewer calls are transferred to live agents. Operating costs are reduced and, and, most importantly, the customer experience is improved. Learn more about [ChoiceView Visual Phonebots](#).

About Mile High United Way's 2-1-1 Help Center

Mile High United Way's 2-1-1 Help Center connects individuals and families to tailored resources in their community by phone, text, chat, email, and in-person. 2-1-1 is a confidential, multilingual service that helps callers navigate through their situation by assessing their needs and then matching them with the best and closest resources across the Rocky Mountain region. Covering 25 counties in partnership with the United Way of Larimer County and United Way of Weld County, we serve the Metro Denver area as well as Northern Colorado – approximately 71% of the state's population.

About Mile High United Way

Working side-by-side with the community, Mile High United Way takes on critical human services issues facing our seven-county footprint including the Metro Denver, Boulder and Broomfield communities. Our united approach changes the odds for all children, families, and individuals in our community, so that we all have the opportunity to succeed. Learn more about our work at unitedwaydenver.org and follow us on social media @UnitedWayDenver.

About Radish Systems

Radish Systems, a mobile/enterprise software and professional services company, improves the way organizations communicate visually with all callers, including smart mobile device and browser users, through its award-winning ChoiceView Software-as-a-Service (SaaS) platform. ChoiceView is a cloud-based communications service, accessible via web apps and APIs, that adds a transient, secure data channel to traditional voice and SMS communications in a way that's totally compatible with the existing phone infrastructure. Learn more at amazonconnect.radishsystems.com. Follow us on Twitter, Facebook, and LinkedIn.

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TRADEMARKS
ChoiceView is a registered trademark and Radish, Radish logo, ChoiceView logo, and "Wow, now I see what you're talking about!" are trademarks of Radish Systems, LLC.

TAGS
ChoiceView, live agent, Interactive Voice Response, Visual IVR, true Visual IVR, Visual IVR vendors, omnichannel IVR, Mobile User Experience, Unified Communications, Contact Center, Mobile Customer Support, Radish Systems, Customer Experience, Customer Relationship Management, mobile self-service, visual customer service, mobile applications, web application, voice with visuals, customer engagement platform, live visual sharing, mobile digital engagement, visual automated agents, phonebot, chatbot, Visual Directory, Global Health & Pharma Award, Best Healthcare IVR Technology 2018.

SAMPLE TWEET
ChoiceView from @RadishSystems delivers visual information on @UnitedWayDenver 2-1-1 calls, allowing callers to see and hear critical COVID information. https://radishsystems.com/choiceview/sales/CovidHotlines061720.html. #unitedway #helpline #ivr #amazonconnect #cx #contactcenter