



An Integrated Approach to the Delivery of Community Health Services

## **Final Changes to the Cornerstone Call Center Phone System to be Implemented in October 2005**

The Cornerstone Call Center (CCC), which provides help desk support to Cornerstone and eCornerstone sites, is in the process of modernizing its call center operations. Initial steps in the modernization included upgrading hardware and software, and streamlining the menu systems – both of which occurred earlier this year. The CCC is now ready to implement the final phase of the new system – speech recognition.

The week of October 17, 2005, the speech recognition component will be activated for the CCC's toll-free line (1-877-447-4221). Once the transition is complete, calls placed to the CCC will be answered by the new automated "speech attendant", who will notify callers of the menu options. Instead of using the phone key pad to make a menu selection, callers will now use voice commands to navigate the menu options.

It is important to note that the actual menu options will not change. The menu was redesigned and streamlined in May 2005 to allow callers to access a CCC staff member quickly and efficiently, and with the least amount of input choices necessary. The current menu, (as described below, or depicted in more detail in chart format at [http://www.iphca.org/eCornerstone/cornerstone\\_phonedesign.pdf](http://www.iphca.org/eCornerstone/cornerstone_phonedesign.pdf)), will remain in effect indefinitely. The only change for callers is the method by which the menu is navigated, as they will now use voice commands rather than pushing a number on the phone keypad.

### **Cornerstone Call Center Menu for eCornerstone Callers**

Welcome Greeting

- English
  - Cornerstone
    - (Cornerstone Options)
  - eCornerstone
    - Software
    - Hardware
    - Connectivity
    - All Other
- Espanol

Since calls are routed based on the skills of the CCC staff, it is critical that callers choose the most appropriate menu option that reflects the reason for the call. Making an inappropriate choice may result in a call being directed to someone who does not have any experience with the eCornerstone program or nature of the call. Most likely, this will result in a delay in our ability to provide answers to your support questions.

Any questions or comments regarding the new phone system can be directed to the CCC at (877) 447-4221, or an email can be sent to [ecstonesupport@iphca.org](mailto:ecstonesupport@iphca.org)