



## CUSTOMER SUCCESS STORY: **U.S. ARMY WOUNDED SOLDIERS HOTLINE**

In the wake of the Walter Reed Crisis, the U.S. Army turned to Angel to quickly create a call center to respond to the medical inquiries and concerns of the soldiers and their families.

### THE CHALLENGE

When conditions at the Walter Reed Army Medical Center were under review, the U.S. Army made it a priority to address the concerns of wounded and injured soldiers and their families.

In order to more effectively address individual inquiries as they developed, the U.S. Army sought to create and immediately deploy a new toll-free hotline to:

- Offer wounded, injured, or ill soldiers and their family members a way to share concerns on the quality of patient care.
- Provide senior U.S. Army leaders with visibility on medical-related issues so they could properly allocate resources to better serve soldiers and families.

### THE SOLUTION

The U.S. Army selected Angel's Virtual Call Center solution to manage the new hotline. Angel was the only provider that enabled the U.S. Army to build and deploy a complete solution in the short timeframe required.

Using Angel's web-based toolkit, Site Builder, the first and only point-and-click voice application creation tool, the "Wounded Soldier and Family Hotline" was up-and-running within three days. A webbased application, Site Builder allows users without any Voice XML coding experience to build, deploy and manage voice applications with the simple click of a mouse and in a fraction of the time required from more traditional solutions.

### THE SOLUTION

In the first 35 days from the launch of the Wounded Soldier and Family Hotline, more than 1,300 callers dialed in to the new hotline. In addition, the hotline provides soldiers and family members an additional means to resolve medical-related issues, without circumventing the chain of command.



### THE CHALLENGE

- Quickly setup a hotline for soldiers and families
- Offer information and provide an outlet for family concerns
- Provide senior Army leaders with visibility on issues

### THE SOLUTION

Angel Virtual Call Center

### THE RESULTS

- Hotline set up and live in three days
- More than 1,300 calls handled in the opening month
- Ongoing resolution of soldier and family member issues

Redefine Voice<sup>SM</sup>