

GetABBY

Changing the Conversation

Social Services Solutions That Go Beyond The Phone



- Ask Questions
- Check Application Status
- Manage Your Account
- Chat with a Representative

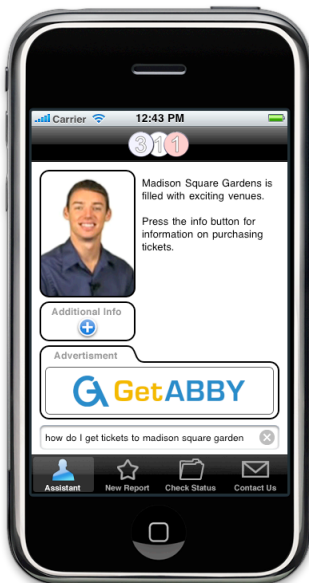
GetABBY – An Integrated Solution for Social Services

Whether by Phone (IVR), Web, or Mobile,

Your citizens can get answers to questions, change their benefits, and check on the status of their cases and applications.

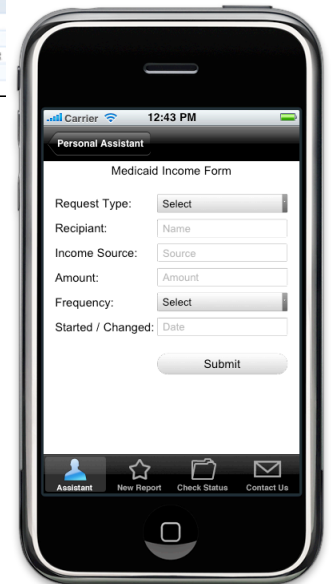
IVR

- ABBY answers FAQs
- ABBY takes application information and change requests
- Answer questions about status, applications, or general information without involving an agent
- Reach out to your citizens to alert them of application status or needed information before they call
- Gain a better understanding of how your citizens view your services through citizen satisfaction surveys



Web and Mobile

- Respond to emails & SMS
- Reduce costs / better results
- Service the Citizen – 24/7/365 at virtually no additional cost
- Answer questions
- Give Application or Case Status
- Take change requests
- Alert citizens through the mobile app on their smartphone of status changes
- ABBY Chat at a fraction of the cost of a phone call
- Converse in over 23 languages



Isn't it time for you to...

GetABBY

