

State department maintains critical services with ILINX.

SUCCESS STORY / EGOVERNMENT / TRANSACTION MANAGEMENT

State Division of Public Assistance



Strategic Initiative

A rural state's Division of Public Assistance provides supportive services to residents in need. A critical step in confirming eligibility for the program requires client attestation at the end of a recorded phone call. Manual processing of this activity was causing a massive backlog on an average of 280 cases per week, leaving citizens without crucial benefits like Medicaid and SNAP.

Solution Plan

The division partnered with ImageSource to implement ILINX Cognitive Services, which automates and streamlines the client attestation process. The AI-powered solution integrates with the division's Genesys call center software to record the call, recognize key words, trim the recording, save the audio file for compliant storage, and transcribe the conversation for future verification.

Investment Return

Since implementing the new process, the Division of Public Assistance quickly reallocated four full-time employees to other positions. The ILINX solution has increased the speed of call capture, transcription, and information retrieval, saving time and money and ensuring a less frustrating, more helpful experience for constituents in need.

ILINX COGNITIVE SERVICES

This process-innovation module brings the power of AI processing to your most detailed content, extracting contract terms, payment codes, and table data to facilitate intelligent business decision-making.

THE ILINX PLATFORM

A foundational process-improvement platform that empowers people and organizations to automate workflow, extract value, and intelligently share content securely and effectively.



Process innovation made easy.

ImageSource makes process innovation easy through advanced solutions built on ILINX, the world's most flexible process-improvement platform, delivered by a team of experts committed to customer-partner success.