



# Benefits Center Client Interface

Custom Integration • Voice • Data • Process Automation

*Multilingual functionality*

*Flexible platform that can be easily modified for each organization*

*Integration with ATI's Universal Web Pop Screen Pop application*

*Minimal maintenance requirements*

## **Provide Easy Access to Information**

Without self-service access to Welfare Benefits information, Social Services agencies are overwhelmed with calls and are unable to efficiently handle requests. Callers that cannot obtain information remotely end up forming long lines at agency offices. ATI solves these problems with Speech Recognition and phone/Web interfaces that allow clients quick and easy access to automated information on common topics. This offloads up to 50% (or more) of calls from staff, which helps Social Service agencies enhance their contact center customer service and reduce operational cost. With freed up time, contact center staff can focus on providing help to those who need it most.

## **Web-Based Reports**

- Calls by language
- Transfers by office
- Status playback by office and program
- History playback by office and program
- Additional counts by office (authorized representative lookup, stagger day exemption request, EBT exemption request, BIC replacement request)

**800-333-8394**

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The screenshot shows a web-based interface for a Social Services Agency. At the top, there is a header with a group photo of people and the agency logo. Below the header, there is a search form with the following elements:

- Program:** A dropdown menu with "Current Status" selected.
- SSN:** A text input field.
- Buttons:** "Current Status" (selected), "History", and a red "GO" button.
- Instructions:** "To proceed, select your program, enter the Social Security Number for a person on your case, and click 'GO'"
- Footer:** "To return to the previous page: click 'Go Back'" and "To return to the main menu: click 'Main Menu'" with corresponding buttons.

*Easy-to-Use Interface*

# Benefits Center Client Interface

## Programs Supported

Benefits Center Client Interface provides the following automated information:

	CalWORKS	Food Stamps	Medi-Cal	General Assistance
Grant, benefit or cash amount	X	X		X
Status (active, pending, denied, discontinued)	X	X	X	X
People on case	X	X		X
Current reporting form	X	X		X
Request verification letter	X		X	X
Other information	<ul style="list-style-type: none"> <li>■ Cash payments</li> <li>■ Food stamp benefits</li> </ul>	<ul style="list-style-type: none"> <li>■ Benefits issued</li> </ul>	<ul style="list-style-type: none"> <li>■ Share of cost</li> <li>■ Other health coverage</li> <li>■ Request replacement BIC card</li> </ul>	<ul style="list-style-type: none"> <li>■ Landlord payment amount</li> </ul>

## Other eGovernment Products

ATI also offers Interactive Voice Response applications for counties, cities and other public sector organizations in the following areas:

- Adult and Aging Services
- Benefits Center
- Child Support Services
- Court Jury Services
- Court Traffic & Criminal Interfaces
- Live Call Center Agent Support
- Public Works
- Public Health
- Healthcare Solutions
- Registrar of Voters
- Treasurer Tax Collector
- Utility Billing
- CalWin Database Integration for Human and Social Services Agencies



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