

CONTACT CENTER SUPPORT NATURAL LANGUAGE PROCESSING AND SPEECH ANALYTICS

[HighPoint Digital, Inc.](#) (HighPoint) records 1-800-Medicare calls for Contact Center Operations and screens them in near-real time. HighPoint's Natural Language Processing (NLP) works with speech-to-text transcription to gather rich insight about customer satisfaction, service issues, agent performance, and campaign effectiveness.

During calls, NLP automatically discovers and analyzes words, phrases, categories, and themes to reveal trends and areas of opportunity or concern. For example, sentiment analysis determines if a Customer Service Representative is stressed, in order to alert a supervisor.

We use speech analytics and telephony data for insight that aids in answering medical, policy, performance, and staffing questions. For example, HighPoint has used these tools to identify a shortage of durable medical equipment in a particular zip code for Centers for Medicare and Medicaid Services (CMS).



Call Transcription: 40 MILLION CALLS transcribed annually to gather customer insight and improve contact center performance



Virtual Agent: Automates basic interactions and seamlessly transfers complex issues to human agents, resulting in **IMMEDIATE ISSUE RESOLUTION** with a human-like touch



Agent Assist: Continuous live agent support that identifies customer intent and sentiment and provides **INSTANT, STEP-BY-STEP ASSISTANCE** through recommended articles, workflows, and more



Speech Analytics: Provides customers with **24/7 FAST, PERSONALIZED, CONVERSATIONAL SELF-SERVICE**

FEATURES AND BENEFITS OF SPEECH ANALYTICS

Provides Platform-as-a-Service for Expanding Artificial Intelligence:

- Available architecture for chat bot and virtual agent features
- Continuous data capture for modeling and predictive solutions
- Scalable to adjust features as needs change

ABOUT HIGHPOINT

Established in 2006 with the sole purpose to elevate citizen experience and promote US diplomacy. From contact centers and training to digital and data services, our team works with Government agencies to efficiently integrate people, processes, and technology that help Government deliver on the needs of its citizens and employees.

Privately held company with offices in Indianapolis, Indiana; Baltimore, Maryland; and Herndon, Virginia.

For additional information, visit www.highpointdigital.com.

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DUNS	03332417
TIN	54-1887277
Cage Code	1P8CO
NAICS	541511, 541512, 541513, 541519 611420, 611430, 611710

CONTRACT VEHICLES

- CIO-SP3 Unrestricted
- MAS Schedule Contract (Includes Professional Services Schedule)
- FCC Application Development Support Services (ADSS)

OUR IMPACT

Our work impacts millions of citizens working with 15+ Government clients.

We help citizens gain access to healthcare, ensure our troops are fed around the world, and connect the world to US diplomacy.



11 MILLION PEOPLE through HUD systems living in multi-housing facilities



2 MILLION TROOPS across 550 global locations through food ordering and receipt system



60 MILLION MEDICARE BENEFICIARIES accessing healthcare



203 MILLION CITIZENS using the Federal banking system daily



8.5 MILLION CITIZENS accessing regulations daily

CORE CAPABILITIES

Integrated services provide efficient outcomes to the Federal Government.

- Contact Center Optimization
- Agile Application Development
- Digital and Media Services
- Data Services
- Training and Knowledge Management

CERTIFICATIONS

