

# Improving the Citizen Journey<sup>®</sup> with the Maximus IVA

*The Next Generation of Citizen Service*

The Maximus IVA (Intelligent Virtual Assistant) is transforming how citizens interact with government. Combining speech and natural language technology with human-assisted artificial intelligence (AI), our solution enables citizens to communicate with federal agencies in a conversational manner — as if they were speaking with a live agent. With this improved experience and automated interaction, the Maximus IVA provides citizens with a true self-service option and addresses the problems of current voice technologies, getting deeper into the call purpose and giving agencies enhanced analytics about their customers.

## Success in Action

When a national insurance provider needed a cost-effective Medicare enrollment solution, they turned to the Maximus IVA to deliver a fully conversational solution. It enabled participants to complete an application, answer Medicare program questions and achieved Centers for Medicare and Medicaid Services (CMS) compliance.

### Effortless Interaction

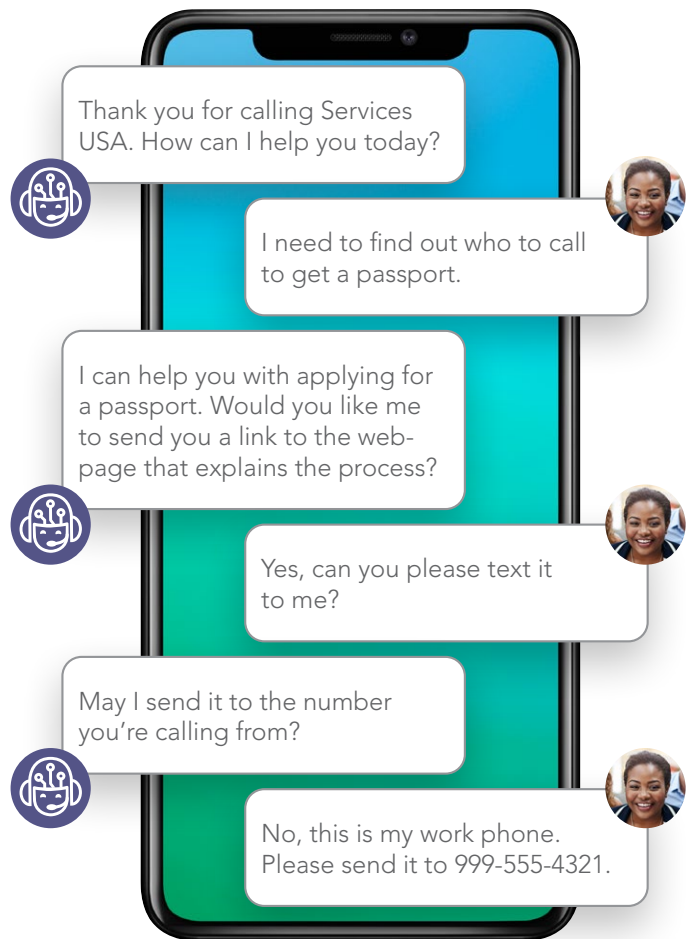
 **+500k**  
capacity

### Enrollment Cost

 **30%**  
savings

### Customer Satisfaction

 **70%**  
automated



## Want to learn more?

 Contact us at:  
[federalservices@maximus.com](mailto:federalservices@maximus.com)

 View Demo:  
[maximus.com/IVA](https://maximus.com/IVA)





### Improves the Citizen Journey

- Customized experience that adjusts to caller needs, rather than forcing them through a rigid process
- Consistent information and experience
- Less frustration with long hold-times or misdirected requests
- Expanded service hours, up to 24/7, for citizen convenience
- Insights gleaned from analyzing caller intents and adjusting content
- Ability to identify speaking language

### Reduces Risk

- Adaptive understanding and multiple recognition resources for near 100% accuracy on day-one
- Better citizen experience reducing scrutiny from press and oversight organizations
- Better ability to handle surge events for more predictable cost management
- Information and data security
- Contracting with well-established, trusted partners with proven track records

### Provides Flexibility

- Scalable solution to easily handle volume spikes
- Customization of business rules and dialogue
- Continuous learning and improvement that leads to increased accuracy by the IVA
- Integration with multiple databases and legacy systems

### Empowers Human Staff

- More time spent on agent training to handle more complex calls
- Enhanced training and development
- Less agent time spent on authentication, transfers, joining or rerouting calls
- Higher agent job satisfaction

### Maximizes Agency Resources

- Automation that increases the productivity of agents, reducing the need for more hiring or overtime
- Significant cost savings from automating repetitive, transactional requests

## Our Partner: interactions

Maximus Federal and Interactions both have deep expertise in providing modern solutions for enhanced and efficient customer service. Partnering to deliver the Maxius IVA to agencies means federal agencies get the experience of more than 40 years of citizen services and delivers leading, next-generation technology solutions that transform the way agencies provide customer support to citizens.

## One Focus, One Source

Maximus is entirely focused on *Helping Government Serve the People*<sup>®</sup>. For decades, we have helped federal agencies run large, complex programs by leveraging the right people, process and technology to deliver a full life cycle of services for mission success. We deliver a wide range of business operations and technology services to meet evolving citizen and agency requirements, ensuring outcomes and results that connect citizens more effectively with government services.

