

## CASE STUDY SNAPSHOTS

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TFB's custom development services offer cost-effective solutions that leverage the power of our turnkey applications to build enhanced functionality that fits your company's requirements. These are just a few examples.

### **Japan Airlines Mileage Bank**

TFB's custom application lets JAL Mileage Bank members access their current mileage balance, register for a variety of campaigns, maintain their PIN, or hear varying custom promotional messages. CTI Server in Los Angeles uses a custom interface to retrieve caller account information from JAL's Tandem database in Tokyo. Despite the distance between systems, callers experience excellent response times.

**TFB offers turnkey and custom applications** for call centers of all sizes, across all vertical markets.

To find out how your company can benefit from custom development by TFB, contact us at 877-612-4TFB or send an email to [sales@tfbc.com](mailto:sales@tfbc.com).

### **City of San Diego Customer Satisfaction Surveys**

The City of San Diego Development Services Department is tasked with responding to a wide variety of 'customer' inquiries. They required an automated system to track customer satisfaction, so TFB used the *Enhanced Automated Attendant* package to speed development of a 5 point caller survey. After speaking with an agent, callers respond to a series of customer service questions. Responses are stored to a log file and reports are written for daily and month-to-date statistics. By leveraging custom development with our turnkey Auto Attendant, TFB quickly built a solution that helped the City of San Diego Development Services Department serve customers more efficiently.

### **MaxiCare Account Access, Text-to-Speech, and Legacy Database Integration**

This national health care provider needed to migrate their existing *DEC Talk* system to newer technologies that would provide customers with benefit information in a variety of areas. TFB's CTI Server queries *Maxicare's* legacy database to retrieve a series of prompts, which are then spoken to the caller. This custom application uses natural-sounding *text-to-speech* extensively due to the dynamic nature of the data spoken – callers hear provider names and address information specific to their account. By providing middleware that gives callers access to existing data, TFB's solution is cost effective and required minimal participation from *Maxicare's* MIS staff.