# SPOTLIGHT

ActiveTeleSource

## CHALLENGE: Serve more LIHEAP Applicants in Less Time at Lower Costs

**Shrinking budgets and limited resources are impacting the ability to serve at-risk populations.  Now there is a way to focus on clients and serve more.**

As CAP Agencies are dealing with shrinking budgets and limited resources, the value of a solution that **reduces administrative costs and frees up staff time** can't be ignored. A managed and hosted IVR and software solution is an affordable way to simplify many LIHEAP-related tasks that allows staff to focus on clients needs, while still providing a superior level of service

The LIHEAP Scheduling Application (LSM) was developed specifically for agencies who serve at-risk populations.  In just one season of use, LSM can pay for itself in terms of savings by automating appointment scheduling and program inquiries, reducing ineligible appointments and centralizing all program data and reporting into one system. LSM increases program efficiencies by using automated data exchange processes that were previously done manually.

**The LIHEAP Scheduling Application™ will help your agency:**
• Reduce or eliminate staff telephone time for routine scheduling tasks and status inquiries
• Store and share schedules, applicant/client data, program reports, pledge results and more
• Serve more LIHEAP applicants in less time with lower program costs
• Reduce or eliminate costs by offsetting our subscription-based pricing with appropriate LIHEAP grant funds

For more information on the LIHEAP Scheduling Application, visit http://utilityappointment.com/

**About Active TeleSource**
Award-winning companies across the country choose Active TeleSource as their partner for customer care. The Active TeleSource approach is customer focused and communications driven. Active TeleSource has regulated industry-trained personnel and the technology that is proven to enhance customer care programs. On the web, www.activetelesource.com

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