

U.S. Army Corps

USING THE XMU+ FOR CALL PROCESSING/INFORMATION LINES



Problem

An average of 5 hurricanes hit the U.S. coastline each year, bringing winds of over 74 mph and severe tropical storm conditions including torrential rains, violent winds, waves and floods. In times of disaster, the U.S. Army Corps of Engineers is assigned along with FEMA to help local government and civilians recover from these emergencies by providing essential supplies, emergency power, temporary housing and roof repairs. When Florida was hit by 4 hurricanes in six weeks, the public demand for information and the Corps' Operation Blue Roof program grew to a volume that was far greater than what could be handled by the existing phone system. Over 2000 calls per hour were being dropped or ringing busy, ultimately causing the Corps Jacksonville District internal voicemail system to shut down.

Solution

The US Army Corps of Engineers contacted BellSouth and they recommended Interallia's XMU+ solution be used to intercept and provide information lines to the large volume of callers seeking assistance. An Interallia XMU+ system equipped with 32 ports was installed within a few days, integrating easily with the existing BellSouth phone lines. Based on the flexibility in call handling and complete information line capabilities offered within every XMU+, residents were able to call an English or Spanish 1-800 number and simply choose their desired information from a list of various towns within the state of Florida. The XMU+ then played the address, hours and other information for the FEMA assistance center location closest to the caller.

Benefits

The XMU+ solution enabled the Corps to cost-effectively increase productivity and be more responsive to Florida residents. The quick implementation of information lines also enabled the Corps Jacksonville District to get its voicemail back in operation and handle the tremendous call volumes. Most importantly, residents can now quickly access the vital information they needed. The U.S. Army Corps of Engineers leadership were satisfied with the XMU+ performance and the Jacksonville District continues to keep the XMU+ in place for use with other applications. The U.S. Army Corps of Engineers has also increased the memory and port capacity in the existing XMU+ and may purchase more systems as required in the future.

U.S. Army Corps of Engineers

The U.S. Army Corps of Engineers is made up of approximately 34,600 civilian and 650 military men and women having backgrounds in a variety of disciplines including engineering, biology, geology, hydrology, natural resources and others. One of their many roles is to provide response for national disasters, working with local residents, government and other agencies to help restore local services as quickly as possible after a disaster occurs. The U.S. Army Corps of Engineers' Mission is to provide vital public engineering services in peace and war to strengthen our Nation's security, energize the economy, and reduce risks from disasters. For more information, please view:

<http://www.usace.army.mil/Pages/default.aspx>

Questions? Visit www.interallia.com or contact us at:

Canada

6815 - 8th Street NE
Calgary, AB T2E 7H7
Phone: (403) 288-2706
Toll Free: (800) 661-9406
Fax: (403) 288-5935
Email: info@interallia.com

United States

701 - 24th Ave SE
Minneapolis, MN 55414
Phone: (403) 288-2706
Toll Free: (800) 661-9406
Fax: (403) 288-5935
Email: info@interallia.com

United Kingdom

58 Herschel Street
Slough SL1 1HD
United Kingdom
Phone: +44 203 6082606
Fax: (403) 288-5935
Email: info@interallia.com



Delivering Messages: Simply. Clearly. Reliably.