



**LINKLIVE**

Customer Story

**PA 211 is  
Revolutionizing  
Community Support  
with Advanced  
Technology**

## Client Overview

PA 211, under the United Way of Pennsylvania, bridges residents to crucial health and human services, fielding about 300,000 annual inquiries via phone, text, and chat. Addressing diverse needs from rent assistance to food access, their commitment is to ensure timely and reliable assistance, emphasizing that no request for help goes unanswered.

## The Challenges

PA 211 faced critical challenges including extended wait times leading to high call abandonment, persistent technical difficulties affecting call stability and connectivity, and the inefficiencies of managing multi-channel communication without an integrated platform. These issues not only compromised the reliability of PA 211's services but also highlighted the urgent need for a solution to enhance their service delivery model for the future.

## LinkLive Resolution

PA 211 enhanced its service delivery with key features from the LinkLive platform:

- **Seamless CRM Integration:** Improved referral efficiency and ensured advanced data security.
- **AI-Enabled Agent Assist:** Boosted agent efficiency, reducing response times significantly.
- **Comprehensive Support Across Channels:** Unified support for phone, text, and chat, offering consistent assistance.
- **Efficient AI Interactions:** Streamlined service delivery for better client-agent interactions.

These initiatives not only addressed PA 211's immediate challenges but also equipped the organization for future advancements.

## The Results

The implementation of LinkLive's innovative features significantly improved PA 211's service delivery, leading to enhanced stability, reduced wait times, and minimized call abandonment. Improved multi-channel efficiency and superior call quality coupled with actionable insights and AI-enabled agent assist directly contributed to the enhanced quality of support provided to the community. These advancements played a crucial role in PA 211 being honored with the AIRS Innovation in Service Delivery award, underscoring the transformative impact of technology on making services more accessible and inclusive.

*"Since switching to LinkLive, we're not dropping calls and having to call people back... We have seen a significant **increase in reduced wait times, reduced abandons, and reduced dropped calls.**"*

### Emily Aubele

Vice President, PA 211

United Way of Pennsylvania



### Secure, All-in-One Communication

Ensuring efficient & secure support across all channels.



### Reliable Service & Actionable Insights

Continuous refinement of service based on real-time feedback.



### Award-Winning Service Innovation

Earned the AIRS Innovation in Service Delivery award

# LINKLIVE

1.952.392.1834

[REQUEST A DEMO](#)

LinkLive is the leading all-in-one, AI-enabled communications platform trusted by the world's most highly secure organizations.