

## **AMSG is awarded a Subcontract by American Systems, to help provide a state-of-the-art solution to the Department of Veteran Affairs for Voice Access Modernization (VAM)**

**Dumfries, VA August 28, 2013** — Advanced Management Strategies Group (AMSG), a Service Disabled Veteran Owned Small Business (SDVOSB) announced today that it has been awarded a subcontract by American Systems, to help provide a state-of-the-art solution to the Department of Veteran Affairs for Voice Access Modernization (VAM) Enterprise Interactive Voice Response (IVR). This solution will greatly enhance The Department of Veterans Affairs ability to provide a higher level of customer service, helping veterans get answers on the status of their benefits at the touch of a button. This innovative IVR solution will allow veterans to interact with VA systems via a telephone keypad or by speech recognition, after which they can service their own inquiries by controlling the IVR discussion. IVR is a technology that allows a computer to interact with humans through the use of voice and tones input via keypad or phone. This innovative solution will deliver the benefits of IVR and contact center technology that will ensure low risk deployment, scalability, and redundancy, virtually eliminating downtime across the VA IVR enterprise.