

LCEC Voice-Guided Phone System Upgrade FAQs

1. What is changing with LCEC's phone system?

LCEC has upgraded its telephone system to a new **voice-guided Interactive Voice Response (IVR) system**. This upgrade is part of our commitment to providing a better member experience.

2. Why did LCEC make this upgrade?

The new voice-guided system is designed to:

- Be **more accessible**
- Be **easy to use**
- Provide a **more streamlined experience**

It helps members get the information they need more quickly while maintaining access to live assistance when needed.

3. What will be different when I call LCEC?

When you call, you may notice a **voice-guided experience** that allows you to speak your request instead of navigating multiple menu options. In the next few months, all incoming calls to LCEC will be handled via the voice-guided system.

4. Do I have to use voice commands?

The system is designed to guide members using voice prompts, which helps direct calls more efficiently. In the next few months, all incoming calls to LCEC will be handled via the voice-guided system.

6. What if I need help or have trouble using the new system?

If you need assistance at any time:

- You can visit **lcec.net**
 - You can use **SmartHub**
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7. Will LCEC be asking for feedback?

Yes. During testing and after launch, some callers may be invited to complete a **survey** to share feedback on the new system. Feedback helps LCEC continue improving the member experience.
