Business Objective

Reduce average customer wait time by 40% within the first year of modernizing the department’s call center technologies.

Mid-Level Solution Requirement

Solution will provide a customer self-service channel for those services not requiring State Staff involvement.

Solution will allow customers to determine how to interact with the Help Desk.

Solution will provide business analytics functionality

Detailed Solution Requirement

Customers shall be able to change their address without state staff involvement.

Customers shall be able to change their phone number without State Staff involvement.

Customers shall be able to change their e-mail address without State Staff Involvement.

Customers Shall be able to change their preferred method of contact without State Staff involvement.

Customers shall have the ability to schedule an appointment for Help Desk services.

Customers shall have the ability to speak to a live representative.

Customers shall have the ability to select a live chat alternative to voice interaction.

Customers shall have the ability to use an Interactive Voice Response System.

The Solution shall provide the ability to capture, store, maintain, and retrieve customer call history from a central data store.

The Solution shall contain a visual dashboard indicating the status of defined key performance indicators.

The solution shall provide trend analysis reports of all inbound calls over customer defined time frames.

The solution shall proved Data analytic specifications which can stored and reused.