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

**Business Objective**

**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 prove Data analytic specifications which can stored and reused.