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.

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.

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

- 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.

Solution will provide business analytics functionality