



Contact Center

Enhancing Communication & Customer Experience

Employment & Economic Assistance

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E&EA Purpose, Vision, Values



Purpose

To make a meaningful impact supporting and empowering the individuals we serve.

Vision

Achieving excellence through transformational service delivery.

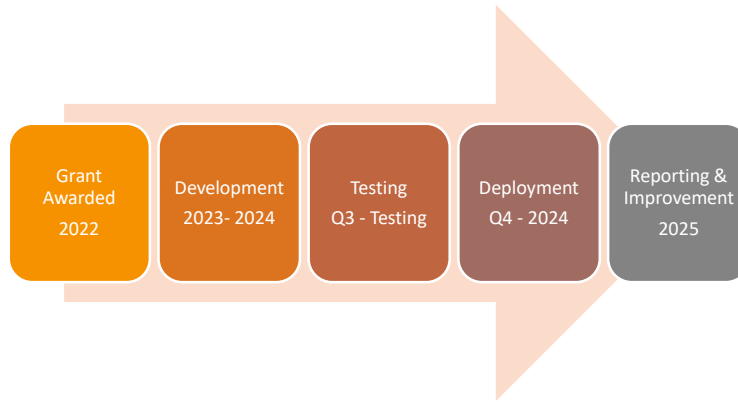
Values

Employee Wellbeing	Customer-Centered
We foster a work environment where growth and recognition allow individuals to thrive.	We honor the dignity and worth of individuals, providing compassionate, tailored support that respects unique needs.
Collaboration	Continuous Improvement
We promote all aspects of partnership including diversity, equity, inclusivity and access to achieve common objectives.	We advance our operations and embrace technology to surpass expectations.



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Timeline



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Old vs. New System



DIAL IVR



One Software	✗	✓
Advance IVR & Call Routing <ul style="list-style-type: none"> Self Service Options Connecting with Correct Teams 	✗	✓
Centralized Management	✗	✓
Realtime Reporting & Analytics with BI	✗	✓
Call Recordings	✗	✓
Scalability	✗	✓
Integration with OnBase, Power BI, and Other Platforms	✗	✓

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Key Figures



148,619 Total Calls Since Deployment

22,850 Total Callbacks Since Deployment

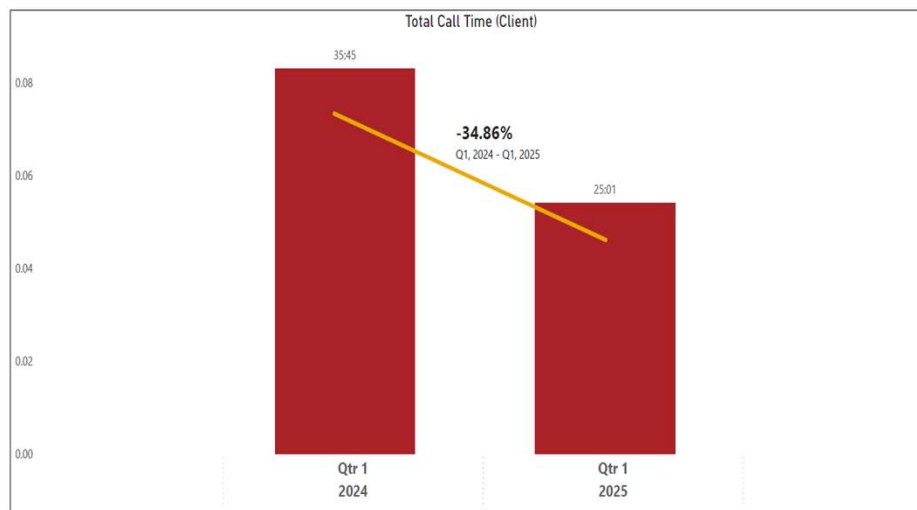
11 Minutes Average Answer Speed

25 Minutes Average Total Call Time

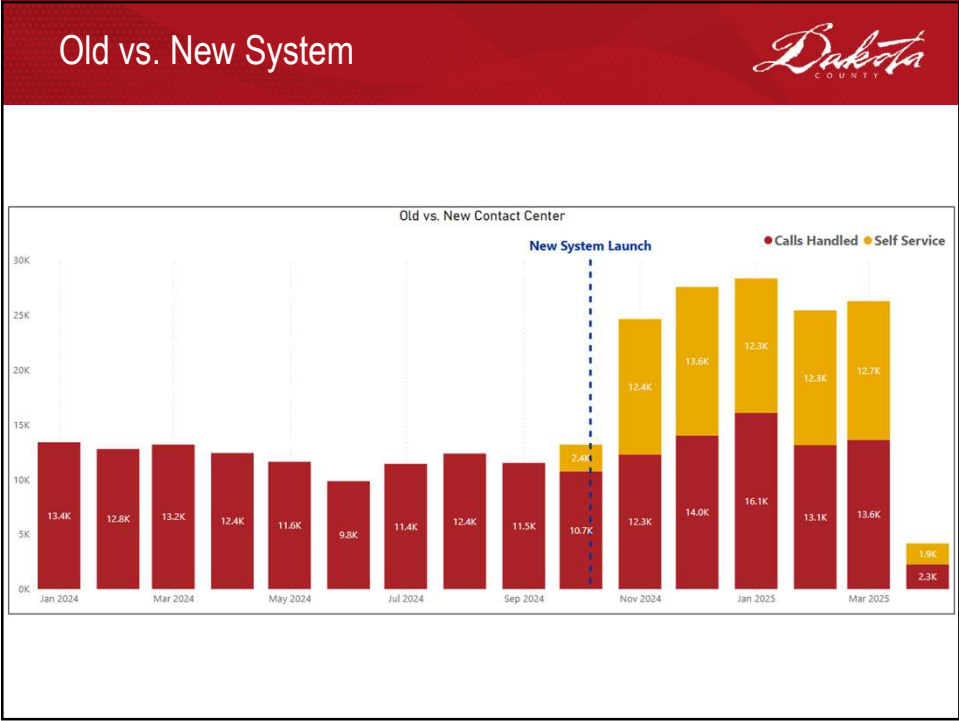
54,197 Active Caseload Serviced

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Old vs. New System




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New Capabilities



Improved Data Integration

- Workload management and call tracking are now seamlessly integrated with call data, enhancing efficiency and operational cohesion.

Call Recording Abilities

- The newly implemented recording capability ensures superior quality assurance, enabling enhanced training programs and elevated customer service standards.

Employee Wellbeing

Customer-Centered

Collaboration

Continuous Improvement

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How New System is Better



Client

- **Callback Feature**
 - Clients can benefit from the callback feature, allowing them to avoid waiting in the queue and receive a call when their turn arrives.
- **Self-Service (24/7)**
 - Listening to Benefits
 - Case Status
 - Document Status
 - Renewal Date & Status
- **Dynamic Alerts**
- **FAQs**



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How New System is Better



Staff

- Streamlined access to detailed reports and real-time information.
 - Improved decision-making and operational oversight.
- Client information at the start of the call streamlining the process.

“The improved access and quality of stats lets us set metrics and expectations, so that we can challenge ourselves to improve.”

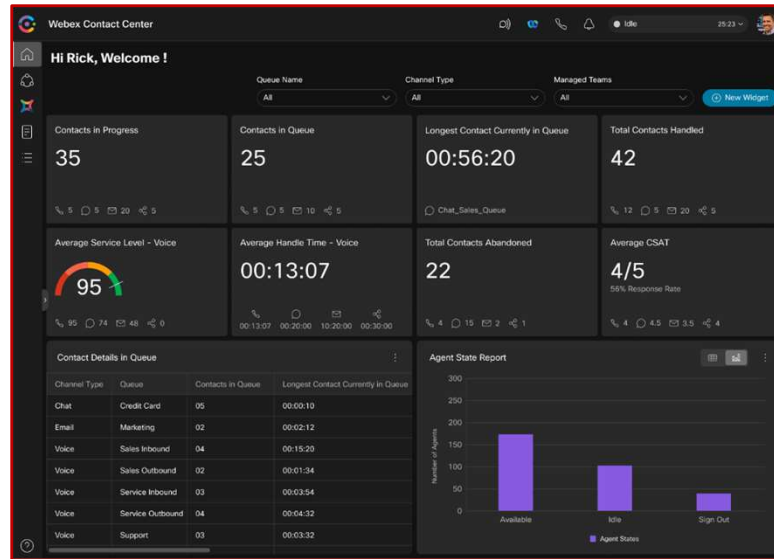
“Recorded calls also let us better support staff through stress and trauma from difficult calls”

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Dashboards



➤ Webex Contact Center Desktop

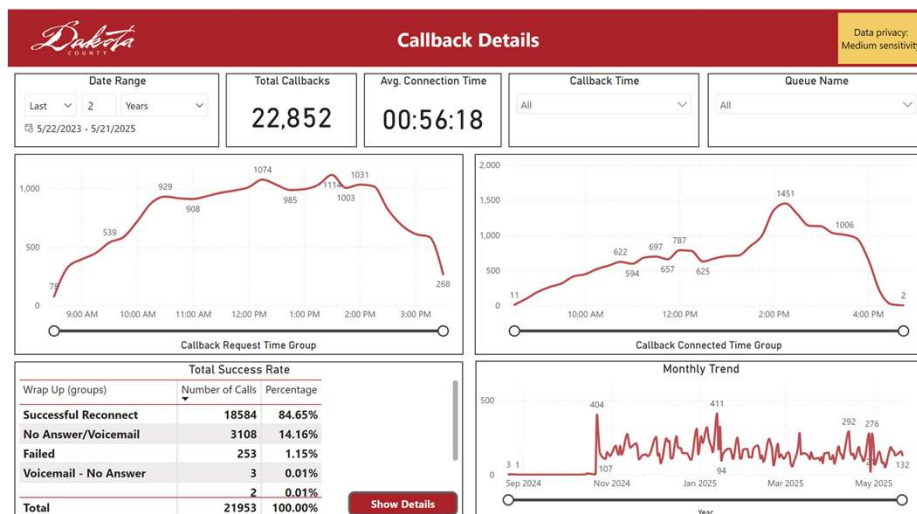


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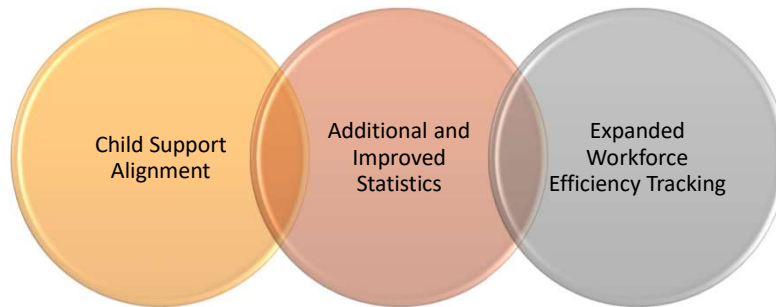
Dashboards



➤ Power BI



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- Any questions?