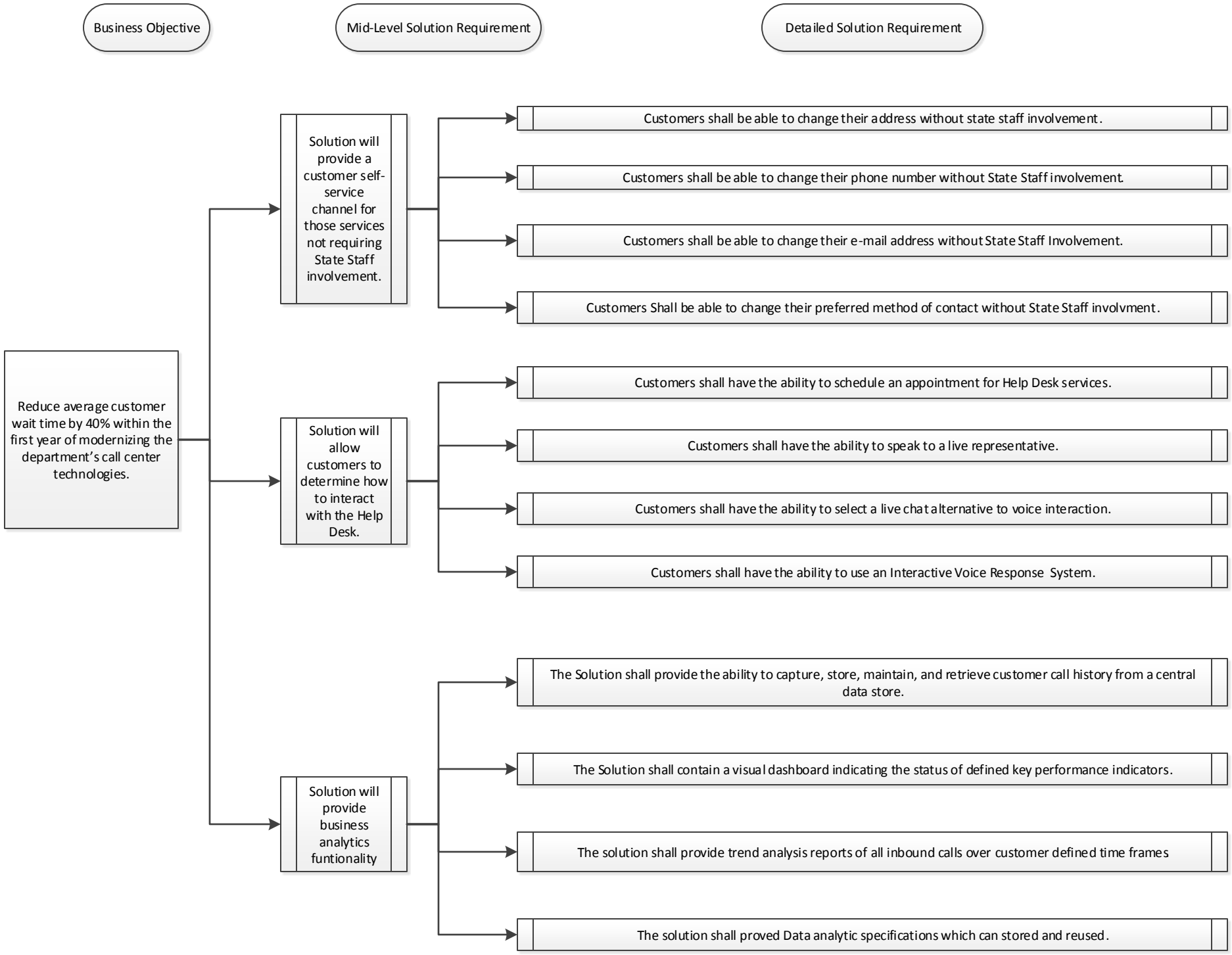
Business Objective
Mid-Level Solution Requirement
Detailed Solution Requirement
Reduce average customer wait time by 40% within the first year of modernizing the department's call center technologies.
Solution will provide a customer self-service channel for those services not requiring State Staff involvement.
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 involvment.
Solution will allow customers to determine how to interact with the Help Desk.
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 provide business analytics funtionality
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.