

State of Wyoming

TTEC lead the customer through Conversational Design, Intent/Entity/Topic Definitions, curated frequently asked questions (FAQs), developed, and deployed the intelligent virtual agent (IVA), Cisco Webex CCE, and Google Contact Center AI solution.

The challenge

The Wyoming Department of Workforce Service, experienced an unprecedented surge in call volume as citizens raced to file unemployment insurance claims. Hold times were frustratingly long and many calls got busy signals. The agency's contact center needed a partner to help it quickly and cost-effectively increase efficiency, expand capacity, and deliver quality support.

The solution

TTEC delivered fast and effective results with a two-part solution: first, cutting-edge cloud and automation technology to deflect calls from the agency's at-capacity system, and second, a team of 30 experienced at-home agents to answer calls and lighten the in-house DWS agent workload.

The results

The State saw immediate results. At launch, the DWS was receiving about 3,500 calls a week at the toll-free number TTEC provided. The IVA automation handled or deflected about 24% of calls, and the remaining 76% of calls were routed to a TTEC agent. The percentage of deflected calls continues to rise as we work with the DWS on expanding the knowledge base and the IVA's capabilities.

“ TTEC has allowed us to expand our hours of operation to 7 a.m. to 7 p.m. Monday through Friday, This will greatly reduce the time callers have to spend on hold, and those who have questions will be able to get them answered more quickly. ”

Holly McKamey Simoni, DWS Workforce Programs Administrator



About State of Wyoming

The Department of Workforce Services (DWS or the Department) assists Wyoming's communities to adapt and thrive, providing a livable wage for families through sustaining income, fair and legal employment, enforcement of child labor laws, legal payment of wages, and a safe working environment for Wyoming workers.

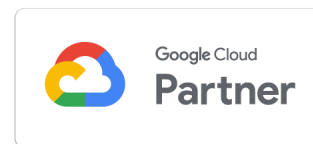
Industry: Government

Primary project location: United States



About TTEC Services Corporation

When every brand is just a click (or finger tap) away, providing unparalleled customer support and service is the only way to edge out the competition



Products

Google Cloud Platform