

IVR & MULTI-SITE CONTACT CENTER IMPLEMENTATION



CASE STUDY



PTP provided a strategic technology and CX assessment and implemented a **statewide, centralized contact center solution** for the California Department of Child Support Services (DCSS). PTP also provided technical project management, call center and telephony training and ongoing support.

THE CHALLENGES DCSS FACED

As part of a legislative reform, DCSS was responsible for reducing the cost of, and improving the efficiency of child support operations statewide. DCSS needed to:

- Centralize and provide consistent customer service across 59 independently operated sites,
- Manage 100 local and toll free numbers with IVR systems; and
- Have each site maintain their own call center environment, which varied from a key system to a full featured PBX.

THE RESULTS

PTP constructed and implemented a centralized contact center solution that resulted in:

- Significantly improved customer experience,
- Single, state-wide toll free number for the public,
- Proactive caller-specific information alerts regarding payments, balances and appointments; context sensitive menus and expanded self-service options,
- Decrease in call handling time; and
- Improved management capabilities with centralized routing, quality monitoring and reporting.



CENTRALIZING FOR GREATER CX, GREATER EFFICIENCIES

PTP's broad-reaching solution centralized a number of disparate contact center sites to meet the requirements for DCSS. The solution included:

- Centralized headquarters data center that supports 58 counties.
- Centralized speech-enabled IVR system in English and Spanish.
- Centralized Genesys-based contact center solution with intelligent call routing to the 58 counties.
- Computer Telephony Integration (CTI) screen pop to the agent desktops.
- Voice Over IP (SIP Server) core network routing.
- Statewide and county level reporting.
- Statewide telecommunications network and quality monitoring

ABOUT CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES (DCSS)

California's child support program works with parents and guardians to ensure children and families receive court-ordered financial and medical support. Child support services are available to the general public through a network of 48 county and regional child support agencies that serve approximately 1.4 million children and families throughout the state of California.

LEVEL OF REACH

59

CONTACT CENTER
SITES CENTRALIZED

CHALLENGES

Provide efficient, centralized and consistent customer service for Child Support Services

Centralize customer service across 59 independently operated sites

Manage 100 local and toll free numbers with IVR systems

PTP'S SERVICES

Telephony Assessments for each contact center

IVR speech application in English and Spanish

System testing and tuning

Technical Project Management including solution roll-out oversight for 59 sites

Training plan development

"PTP has consistently stepped up to and beyond their contractual obligations, filling the gaps that other vendors have left and delivering excellent services."

Shannon Kuzmich – Project Manager, State of California