

OUTBOUND CALL SCHEDULER

the PROBLEM

The Division of Employment Security (DES) faced an exponential increase in call volume and a resulting high number of deflected calls due to the pandemic. Deflected calls were resulting in citizens not receiving the service they expected and needed.

the SCOPE

A comparison of 13 deflected calls in March 2019 to 465,448 deflected calls in March 2020 provided clear evidence this project was critically needed.

the APPROACH

To implement an Outbound Call Scheduler, DES, OA-ITSD and partners conducted a contact center design workshop, reviewed the existing call center solution, and developed an implementation strategy. Once implemented in a test environment, staff performed back-end testing with the existing call center solution and rigorous user acceptance training. Once testing was completed, staff training was conducted to ensure a seamless adoption of new functionality.

the TEAM

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U Engineer, OA-ITSD

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Central Operations Manager, DOLIR-DES

JERRY DUVALL

Policy and Training Manager, DOLIR-DES

MATTHEW HANKINS

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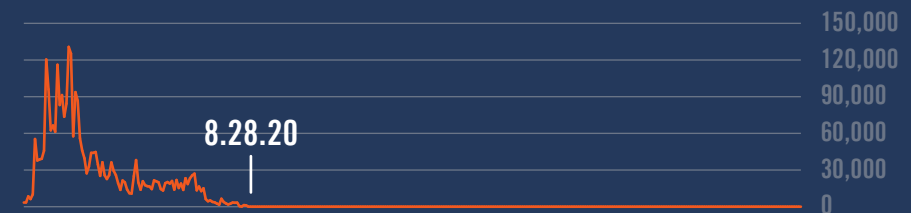
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WORLD WIDE TECHNOLOGY and
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the RESULTS

Since implementation, the Outbound Call Scheduler has allowed staff to meet citizen demand for critical services. The Outbound Call Scheduler also allows citizens to indicate their primary reason for calling, allowing staff returning the call to be well prepared to effectively assist. All citizens who wish to speak to a representative have been able to since the scheduler went live on Aug. 28, 2020.

DAILY CALL DEFLECTIONS: MARCH 16, 2020 — AUG. 6, 2021



ZERO CALLS DEFLECTED *since* **8.28.20**