Missouri Department of SOCIAL SERVICES

Children's Division
Child Abuse and Neglect Hotline Unit (CANHU)
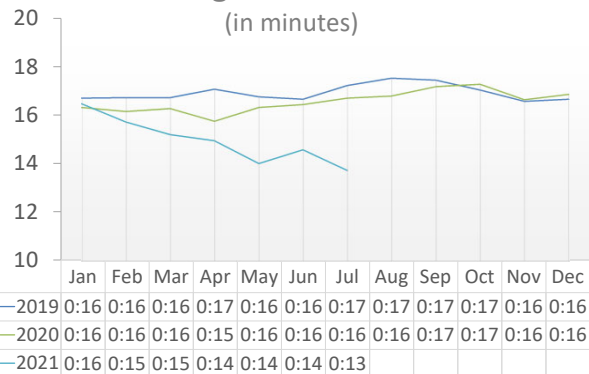# Genesys Cloud Implementation

Problem Statement

Prior to transitioning to the Genesys Cloud call system on January 27, 2021, CANHU was operating from an outdated phone system. Agents were required to sign-in to different programs in order to utilize different features. Our team had limited data on call center performance. This limited our ability to make the most effective and efficient data-driven decisions.

Technology and equipment used did not fully support our team or provide best practice customer service. This included limited functionality for our callback feature for mandated reporters. Our call center was also sporadically down and unable to receive calls from individuals wanting to report concerns of child abuse and neglect.

Analyze

Callbacks Answered with Genesys Cloud

2,257

Average Handle Times
(in minutes)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2019	0:16	0:16	0:16	0:17	0:16	0:16	0:17	0:17	0:17	0:17	0:16	0:16
2020	0:16	0:16	0:16	0:15	0:16	0:16	0:16	0:16	0:17	0:17	0:16	0:16
2021	0:16	0:15	0:15	0:14	0:14	0:14	0:13					

Scope

The team's goal was to improve the CANHU phone system to serve citizens more efficiently and provide team members more effective technology.

Team

Department of Social Services, CANHU
Casey Gilmore, *Unit Manager*
Jennifer Perry, *Specialist*
Diana Lehman, *Trainer*
Elizabeth Shaeffer, *Assistant Unit Manager*

Office of Administration, ITSD
Scott Woerner, *Supervisor*
Shirley Byrd, *Specialist*
Jim Jenks, *Specialist*

Action

❖ Developed partnership with Genesys Cloud began as a result of the Chief Operating Officer's Task Force for Call Center Transformation in 2019.

❖ Began creating the new call center in October 2020.

❖ Tested call center functions to identify and address issues in December 2020.

❖ Initiated go-live with Genesys Cloud on January 27, 2021.

Data

Hours of Hotline Downtime

	Before Genesys Cloud (3/5/19-1/26/21)	After Genesys Cloud (1/27/21-Present)
	42.75	0
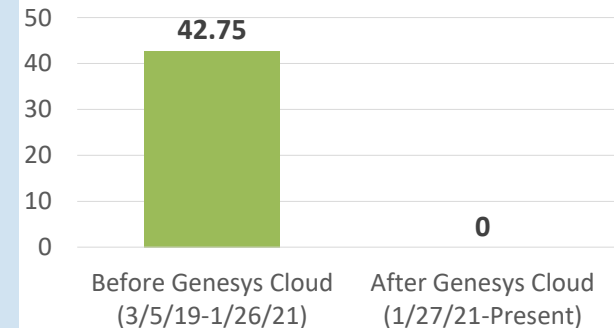
Uptime Reliability with Genesys Cloud

99.9999%

Outcomes

► **Improved** callback system for mandated reporters that can capture 4 digit extensions.

► **Single sign-on** feature for team members to provide easier navigation between programs.

► Calls distributed to team members based on time off the phone, resulting in **evenly distributed workload**.

► Advanced, more **user friendly** Workforce Management program.