

# SHARE



# FY'25 Impact

**SHARE MO** - *Listening to Missourians, driving a government that works better for all.*

**Departments Participating:** DCI, DED, DESE, DHEWD, DHSS, DMH, DNR, DOC, DOLIR, DOR, DPS, DSS, MDA, MODOT, OA, LT.Gov, and State Treasurer

powered by **qualtrics**.<sup>XM</sup>



Citizens Heard

142,826 ↑

Actioned over **8,328** citizen requests— a **160%** ↑



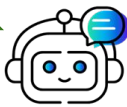
**2,164** new users **216%** ↑



driving over **22,000** dashboard views

FSD chatbot data boosted IVR—citizen satisfaction up

**14%** ↑



Automations **253%** ↑



-from **9,101** to **32,121**

Reallocated **\$5.1M** ↓ by removing need for extra tech



Triaged **87** technical help tickets

**107%** ↑



**5 new call center surveys**



—improved experience & reduced call volume ↓

**“** In reference to the new post **call feedback** programs

The survey + call data provides a more objective way to analyze and coach our call center team. Instead of just one person's subjective monitoring of how they perform, we get a broader, more objective analysis of what's happening. The data provides a real deep dive into customer perceptions and attitudes. Feedback is very important in deciding what areas of improvement we might focus on based on the callers' perceptions instead of what we kind of think we should be doing. And the detailed positive feedback is a great morale boost for staff."

- JAY EASTLICK, DCI, PUBLIC SERVICE COMMISSION

Saved **910+** hours



in for DSS via streamlined reporting

**State Fair 3X feedback** ↑

improving ticketing & sponsorship programs



**MO Blue Shield Program**

202 reviewed and approved applications



FMDC janitorial services **save 65+** hrs/month



The big win (is) reduced time and labor cost for corrective maintenance. Since people are less likely to make a report in person when there are issues, when there were toilet/sink backups they would sit for days because no one would (or knew how) to reach FMDC to notify us, but now that they can do so quickly and easily we receive reports much faster. This results in a much less labor-and-time-intensive work order; and better experience for our customers and our staff"

- LAURA LONG, OA, FACILITIES MANAGEMENT DESIGN & CONSTRUCTION

## Highlights

8,328	142,826	2,164	22,000	87	32,121	\$5.1M	910 DSS 780 OA	17
Citizen Tickets	Citizens Heard	New Users	Dashboard Views	Technical Help Tickets	Automation	Cost Savings	Example Hours Saved/YR	Agencies & Elected Offices