

REAL-TIME REPORTS BOOST CALL FLOW EFFICIENCY

Iowa Department of Revenue (IDR)

Modernizing their call center to reduce costs and improve performance.

AT A GLANCE

Service Elements Used

- FedRamp
- Automated Callbacks
- WebRTC Phones
- Call Recording
- Encryption Keys
- Call Evaluation Forms
- Outbound Call Campaigns
- SSO & CIM integration to sync users into Genesys NexGen cloud

DEDICATED TEAM

The Revenue team worked with ICN and Lumen to improve call quality, efficiency, and customer experience for their call center. Together, they analyzed the current system and identified areas for enhancement in the new system design and call flow. IDR valued having a dedicated ICN team to partner with Lumen to oversee the system, conduct thorough testing, and develop a training plan for employees.

“The ICN team takes pride in their customer service. They’re quick to respond, always willing to assist, and go above and beyond to take care of their customers.”

Chet Eginore

Bureau Chief of Tax Operations
Iowa Department of Revenue



CUSTOMER NEEDS

The Iowa Department of Revenue upgraded their current Genesys Automatic Call Distribution (ACD) solution to the Genesys NexGen cloud platform. This upgrade modernized IDR's ACD to provide overall better internal operations and customer satisfaction. With a workforce of 50 full-time employees and 50 part-time representatives, they handle a variety of calls related to taxes, alcohol, lottery, billing, collections, and business registrations. The upgrade aimed to replace cell phones and landlines with web-based phones for remote work capabilities.

SOLUTION

Genesys NexGen cloud enabled the department to monitor and record phone calls, access live call data, and display better caller information. These changes led to quicker call handling times and enhanced call flow management for both the callers and the agent representatives.

ENHANCEMENTS



Administrative users can modify call flows and business rules, and test changes in a dedicated environment before they go live. They can also access call evaluation forms that include attached call recordings, outbound call campaigns, an internal phone directory, and the ability to check real-time statistics for agents and queues.



Agents can view real-time statistics for themselves and their department and connect via WebRTC from anywhere. A call whisper feature alerts agents to incoming calls and provides caller account details before they answer. The new system also offers access to phone and work schedules, voicemail transcripts, and call recordings.