RADHA

Large Unemployment Insurance Agency

Process Automation improves call center customer services reduces call wait times for claimants

Objective

Consolidate individual call centers to a virtual call center through process improvements. Select and deploy software to support virtual call center model and match staffing models and workload based on call volume.

Approach

Radha performed a business process analysis to identify and consolidate business processes within each of the three Unemployment Insurance call centers within the state. This assessment included a business process analysis to evaluate process, technology, operations and staffing to adjust to the increased claim volume. Radha developed and implemented techniques to identify overall process improvements and to develop staffing models based on call volume so that claimant queries can be effectively handled with reduced wait times and increased customer satisfaction.

Results

Virtual Call Center model with reduced wait times for claimants and customers

Services Provided

- Project Management
- Business Case Development
- Requirements Definition
- COTS Selection
- COTS Implementation
- Training and Rollout
- Operational Support

During the last few years the Unemployment Insurance Department had been manually managing the workload of its call center agents with relative success in three separate call centers. The recent economic conditions along with increased call volumes has created a need for improved call center efficiency and more effective staff planning and forecasting in order to help reduce queue times and improve customer service.

There are three primary business imperatives for this effort; first is to create a virtual call center to accurately forecast and match staffing levels to call volume; second, to consolidate and standardize business processes between the three call centers; and lastly to provide greater tactical responsiveness to real time issues.