



At-a-glance

Purpose-built for multi-tenant cloud contact centre, Enghouse CCaaS delivers a utility-like experience, enabling government agencies to set up, scale and communicate with their constituents, putting the focus on the citizen experience.

NEED: Build a multi-tenant, managed cloud contact centre environment

CUSTOMER: State of Louisiana

INDUSTRY: Public Sector/State Government

SOLUTION: Enghouse CCaaS



We want to ensure that every caller has a positive experience with us as they grapple with the difficulties of joblessness. This is of the utmost importance to our call centre staff.

— Renita Williams, Director
Office of Unemployment Insurance (UI)



The Customer: State of Louisiana

The Louisiana Workforce Commission (LWC), an agency of the Louisiana state government, administers programs designed to enhance workforce growth and provide family-sustaining jobs for Louisiana residents.

The commission monitors employment, administers unemployment compensation and tax funds, provides training resources for employers and employees, and oversees worker compensation benefits. LWC'S Office of Unemployment Insurance (UI) administers temporary financial assistance to workers who meet the requirements of the Louisiana Employment Security Law.

Outcomes and Benefits of Contact Centre as a Service

In the State's Best Interest



Streamline — citizen's self-service to assisted service experience is seamless



Consolidate — agency contact centres move onto a single cloud managed solution



Business Continuity — geographic redundancy and a web interface with built-in telephony allows agents to work remotely, mitigating disruption



Scalability — to add agents, features and communication channels on-demand



Agility — Enghouse expertise & the "as-a-service" advantage



Manageable Costs — OPEX pricing through CCaaS

The Problem

Prior to engaging Enghouse Interactive, the State of Louisiana (SOLA) was using a collection of disparate, legacy call centre systems that were inflexible and costly to maintain. The unnecessary complexity of managing multiple platforms isolated each agency in silos and hindered both cross-agency collaboration and managers' ability to measure performance. In addition to a glaring lack of intuitive self-service functionality for constituents, there was little ability for agencies to respond to changing needs, particularly in the event of an emergency. The State needed to be more nimble to support agencies' requirements, and it needed that flexibility to be less expensive, less labour-intensive, and less time consuming.



The satisfaction of our claimants and employers is the driving force behind everything we do and with this new system in place, we have the ability to do just that.

— Renita Williams, Director
Office of Unemployment Insurance (UI)



Dashboards provide real-time visibility of agent activity and transparency for the entire contact centre operation regarding ongoing performance, wait times and call volumes.

ROI

- Streamlined self-service options for constituents
- All agencies consolidated onto a single platform
- Scalability and flexibility through self-service provisioning
- Maximised uptime with geographical redundancy
- Low TCO via OPEX pricing

Louisiana Workforce Commission (LWC) wanted to enhance and expedite the overall interaction experience for citizens by limiting hold times for claimants and simplifying self-service navigation. UI Director Renita Williams articulated her vision for improving engagement with her constituents, “We want to ensure that every caller has a positive experience with us as they grapple with the difficulties of joblessness. This is of the utmost importance to our call centre staff.”

Williams learned that the department was spending more cycles in the details of the agency’s legacy on-premises call centre technology than on creating a better experience for the State’s citizens.

The Solution

Enhouse CCaaS (Contact Centre as a Service) is an award-winning, multi-tenant cloud platform. It allows state governments, municipalities, enterprises and service providers to build and manage multiple contact centres, each of which meets a broad range of requirements, on a single platform. Highly scalable and purpose-built for delivering contact centre as a service, Enhouse CCaaS empowers operations with the flexibility and agility to grow as needed and deliver on citizens’ expectations. Its web-based agent interface has built-in IP communications, and eliminates the need for agents to be present on site. Built with the agent in mind, an intuitive design enhances experience and simplifies training for new staff. Consumed as a cloud service, this powerful CCaaS solution replaces prohibitive capital expenditures needed for maintaining and managing legacy technology with a subscription OPEX model.

Business Benefits of the Solution

Enhouse CCaaS provides a cloud model for self-service and contact centre solutions designed for engaging constituents. The service, offered to state agencies by the State’s Office of Technology Services/EUC Communications, and managed by Enhouse Interactive, gives each agency the independence to meet their respective contact centre and citizen requirements while leveraging the shared platform for more efficient and cost-effective operations.

With approximately 150 agents, LWC’s Office of Unemployment Insurance is the most recent to take advantage of the State’s cloud contact centre environment. Since implementing its Enhouse CCaaS-based service, LWC has improved the experience for jobseekers and employers by streamlining self-service with simplified, intuitive navigation and voice prompts. Greeting callers with a targeted list of options omits non-essential information, saves time, and now citizens only interact with LWC contact centre agents when special assistance is required.

The State’s platform offers geographic redundancy, ensuring that if one site goes down, service continues with minimal disruption. In times of crisis like severe flooding or other natural disasters, the State of Louisiana is empowered to service citizens with home-based agents, has the flexibility to easily add new agents to augment existing agents groups, and can even create entirely new contact centre environments within a matter of hours.

This flexibility allowed the State to support neighbouring gulf coast states in addressing spikes in unemployment claims that resulted from hurricane damage and weather-related closings. In one case, they added a new contact centre that, within two days, had agents taking calls and providing residents from the neighbouring state with critical information on filing benefits from storm-related unemployment.

Simply put, the State of Louisiana’s cloud-based Enhouse CCaaS solution brings agencies the needed flexibility and scalability to ensure residents have access to information and support whenever they are needed.



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