



EARNING
CONSTITUENT TRUST:
GOVERNMENT



Is your organization experiencing call volume issues? Is flexibility and versatility an issue moving between office and remote work? Do you need to control and fix your costs? Are staffing resources keeping you from providing service levels your constituents demand? Today, NEC and UNIVERGE BLUE has experience helping Government agencies solve these common challenges.

Many contact centers including those with disaster recovery plans, found themselves unprepared in the face of the global humanitarian crisis. Many are still scrambling to address the unprecedented spike in call volume – particularly in government, healthcare, and financial services – as well as limited staffing resources and the large transition to remote work environments.

Whether your government organization is a county or city agency, school district, emergency medical service, municipal court, fire department, police station, or public services – the need to communicate with your community and answer constituent’s questions are similar, urgent and can be critical at times.

UNIVERGE BLUE ENGAGE Contact Center (CCaaS) provides government agencies, from small single offices, to larger state or nation-wide service providers, with a highly secure, end-to-end contact center solution, featuring omni-channel capabilities, notifications, IVR Capabilities, integrations, and reporting. This full-featured solution helps government agencies provide superior service levels to the public, connecting constituents with the information and services that improve the quality of life.

UNIVERGE BLUE® ENGAGE

ENHANCING CUSTOMER EXPERIENCE



GOVERNMENT CHALLENGES:

- › Need to efficiently remote-enable frontline workers and teams
- › Need to handle call volume spikes (tax season, unemployment insurance, state emergencies, elections, etc)
- › Needs to be able to provide good service levels while resources are limited, leaving no caller unanswered
- › Needs to be able to handle caller request for common information, to avoid spending cumulatively large amounts of time on repetitive tasks or questions
- › Needs to leverage existing phone systems and infrastructure
- › Needs a solution that meets stringent security and compliance standards
- › Needs built in disaster recovery and business continuity functionality
- › Needs specific solutions for Government-run Healthcare and Education needs
- › Needs feature rich reporting capabilities to better understand constituent concerns/requests



UNIVERGE BLUE ENGAGE SOLUTIONS:

- › Solution is fully cloud based, enabling teams to literally work from anywhere with internet connectivity
- › Solution is burstable on demand, allowing for seamless scalability at any given time, plus with easy month-to-month billing, there is cost certainty
- › Features like skills-based routing and geo-routing help get callers to the right expert at the right time, automatically – and help prioritize inquiries when staff bandwidth is limited
- › IVR services can handle everything from receiving and ‘triaging’ calls, to reading out updates on rapidly changing situations, to automating self-service tasks like requesting transcripts
- › Easy IVR delivers a streamlined process to help you build an IVR customized specifically for your government agency
- › Solution is totally vendor and platform agnostic, even over mixed infrastructure types
- › GSA Schedule 70, SAS 70 Type 2, HIPAA, PCE DSS compliant, and more
- › As a cloud solution, disaster recovery and business continuity is baked into the product
- › Extensive features that apply to everything from School Boards to Municipal Healthcare systems, including COVID-19 Contact Tracing, and more
- › Access hundreds of vital contact center metric reports including metrics, performance data, and other KPI's needed to make informed decisions

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