How can we help you?

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Empower Self-service & Security

CHALLENGE:

Remembering Personal Identification Numbers (PINs) and passwords can be a challenge. Citizens often prefer a self-service PIN/password reset option. A large agency Job Insurance help desk call center was experiencing many PIN reset requests. The PIN reset calls delayed the call center's ability to process other requests.

Often the time from the start of a procurement to the implementation of a solution is rarely accomplished in months. Empowering others to accomplish even more on their own is even better.

SOLUTION:

To improve customer service, agency business SME's and IT, Strategic Systems implemented a Conversational UI and Robotic Automation Processing to provide a citizen self-service PIN reset chatbot solution. It was also the first production implementation in the state's Azure environment.

RESULTS:

Citizens were able to reset their PINs without waiting on hold or requiring the assistance of call center staff. Other call center requests now receive faster service. Modern solutions can deliver quick results even when the system, serves thousands of citizens and has existed for many years.

The agency gained experience with chat and bot technology solutions. Strategic Systems provided knowledge transfer to agency IT Staff for the configuration of the software and related implementation as well as ongoing maintenance and monitoring processes. Agency staff gained capabilities to address similar automation in other business processes. The entire effort was completed in months.

The chatbot solution is another example of how Strategic Systems is using new innovative technologies to effectively partner and collaborate with clients to provide real benefits. The partnership with the agency including business and IT leadership coupled with effective use of leading-edge technology provided immediate benefits.

Strategic Systems' solutions can help your organization focus on your priorities.