



The Wyoming Department of Workforce Services

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About the Wyoming Department of Workforce Services

The Department of Workforce Services (DWS) is a state government agency responsible for administering programs related to the workforce in the state of Wyoming, such as vocational rehabilitation and unemployment insurance. They are also responsible for regulating and enforcing programs like the worker's compensation program, Occupation, Safety, and Health Administration (OSHA), Labor Standards, and employment tax.

Outcomes

As a result of the solution implemented with TTEC Digital, DWS was able to:

- Deflect 24% of calls right from launch using cutting-edge cloud and automation technology
- Answer 76% of calls using experienced TTEC Digital at-home agents
- Increase contact center availability

Industry

Government

Technologies Provided

- TTEC Digital Intelligent Voice Assistant
- Cisco Webex Contact Center Enterprise
- Google Contact Center AI

Services Provided

- TTEC Digital Intelligent Voice Assistant AI Omnichannel Platform
- Cisco Webex Contact Center Enterprise
- Google Contact Center AI
- Humanify @Home

Wyoming Workforce Services Partners with TTEC Digital to Mobilize a Cross-Functional Response to Increase Contact Center Availability



The Challenge

As businesses shut down in the wake up of the COVID-19 pandemic, unemployment rates skyrocketed. Like many other state agencies, the Wyoming Department of Workforce Services experienced an unprecedented surge in call volume as citizens reached out for information and to file unemployment insurance claims. Hold times began backing up longer and longer, frustrating citizens and employees. The agency's contact center needed to help to quickly and cost-effectively expand capacity in order to deliver quality support.

The Solution

TTEC Digital delivered fast and effective results with a two-part solution:

- First, TTEC Digital implemented cutting-edge cloud and automation technology to deflect calls from the agency's at-capacity system.
- Second, TTEC Digital brought on a team of 30 experienced at-home agents to answer calls and lighten the in-house DWS agent workload.

By implementing a new solution using TTEC Digital Intelligent Voice Assistant (IVA), Cisco Webex Contact

Center Enterprise, and Google Contact Center AI, TTEC Digital was able to augment the state's Department of Workforce Services so that callers no longer received busy signals when the on-premise Interactive Voice Response (IVR) system reached capacity. Now when callers dial the toll-free number, the IVA immediately picks up and is able to answer common questions such as "How do I file an unemployment claim?" or "Do I qualify for unemployment insurance?" by either answering general questions, or by pulling individual user information from the state's existing knowledge database. If the IVA is unable to answer a specific question, or if more information is needed, the IVA connects the caller with a TTEC Digital associate who can answer those questions. Complicated requests that require more expertise are transferred to an in-house DWS agent.

By routing calls to the appropriate resource—AI or human agent—callers receive faster support, whether they have a simple or complex question. As a result, citizens are better able to access unemployment claims by phone, for a faster and more streamlined experience, with much shorter hold times.

Utilizing at-home agents enabled the agency to rapidly expand its capacity during an emergency, and scale back when that capacity was no longer necessary.

The Result

The DWS saw immediate results. At launch, the agency was receiving about 3,500 calls a week at the toll-free number TTEC Digital provided. The IVA deflected about 24% of calls, with 76% of the remaining calls routed to a TTEC Digital agent. The DWS has been thrilled with the results thus far, which have included reducing the time that callers have to spend on hold, and answering their questions faster.

In a statement to [Cowboy State Daily](#), DWS Workforce Programs Administrator Holly McKamey Simoni said that the contract with TTEC had nearly doubled the number of staff available to answer calls, freeing up UI staff to answer more technical questions. "Callers who are transferred to a UI staff member may have to leave a message, but our staff will be able to respond to messages more quickly than we've been able to do since this pandemic began."

The percentage of deflected calls continues to rise as we work with the agency on expanding the IVA's ability to answer more questions on a wider range of topics.

TTEC Digital has allowed us to expand our hours of operation to 7 a.m. to 7 p.m. Monday through Friday. This will greatly reduce the time callers have to spend on hold, and those who have questions will be able to get them answered more quickly."

- Holly McKamey Simoni, DWS Workforce Programs Administrator

Future Plans

The percentage of deflected calls continues to rise. TTEC Digital is currently working with the agency on expanding the IVA's ability to answer more questions on a wider range of topics, for an even more streamlined experience in the future.

About TTEC Digital

TTEC Digital is a full-service Customer Experience consulting and solution provider focused on helping organizations create better experiences for their customers. With an unparalleled breadth of knowledge and experience, and partnerships with leading technology vendors, TTEC Digital is uniquely suited to address any CX challenge.

Our portfolio of solutions and services supports our unique approach to Customer Experience, which incorporates the power of data throughout two key phases to achieving CX Transformation. Our CX Design solutions and services aid in the process of defining and improving CX. From journey mapping to CX design thinking, we provide the support you need to set the foundation for CX success.