



## At-a-glance

Purpose-built for multi-tenant cloud contact center, CCSP 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 center environment

**CUSTOMER:** State of Louisiana

**INDUSTRY:** Public Sector/State Government

**SOLUTION:** Contact Center: Service Provider (CCSP)



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— 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 & Benefits of CCaaS: In the State's Best Interest



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



**Consolidate** — agency contact centers 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 center 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 support agencies needs to be more nimble, and needed that flexibility to be less expensive, labor intensive, and 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.*

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

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 center staff.”

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

## The Solution

Enghouse Interactive Contact Center: Service Provider (CCSP) is an award-winning, multi-tenant cloud platform. CCSP allows state governments, municipalities, enterprises and service providers to build and manage multiple contact centers, each of which meet a broad range of requirements, on a single platform. Highly scalable and purpose-built for delivering contact center as a service (CCaaS), CCSP 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 personnel. 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

CCSP provides a cloud-model for self-service and contact center solutions designed for engaging constituents. The service, offered to state agencies by the State’s Office of Technology Services/EUC Communications, and managed by Enghouse Interactive, gives each agency the independence to meet their respective contact center 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 center environment. Since implementing its CCSP-based solution, 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 center 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 even create entirely new contact center environments in a matter of hours.

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

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