



ENHANCING CUSTOMER SERVICE THROUGH CALL CENTER TECHNOLOGY

Indiana moved their Central Registry employees to a Call Center Interactive Voice Response (IVR) system with voice mail to email distribution capability. The Central Registry telephone system was set up with a simple call flow that directed calls coming to the main line to be distributed to the next available agent.

The customer focused platform (Genesys) delivers personalized self-service and interactive voice response capabilities that increase customer satisfaction and efficiency. Genesys uses skill-based routing to direct calls to the resource best equipped to help customers find answers to their questions.

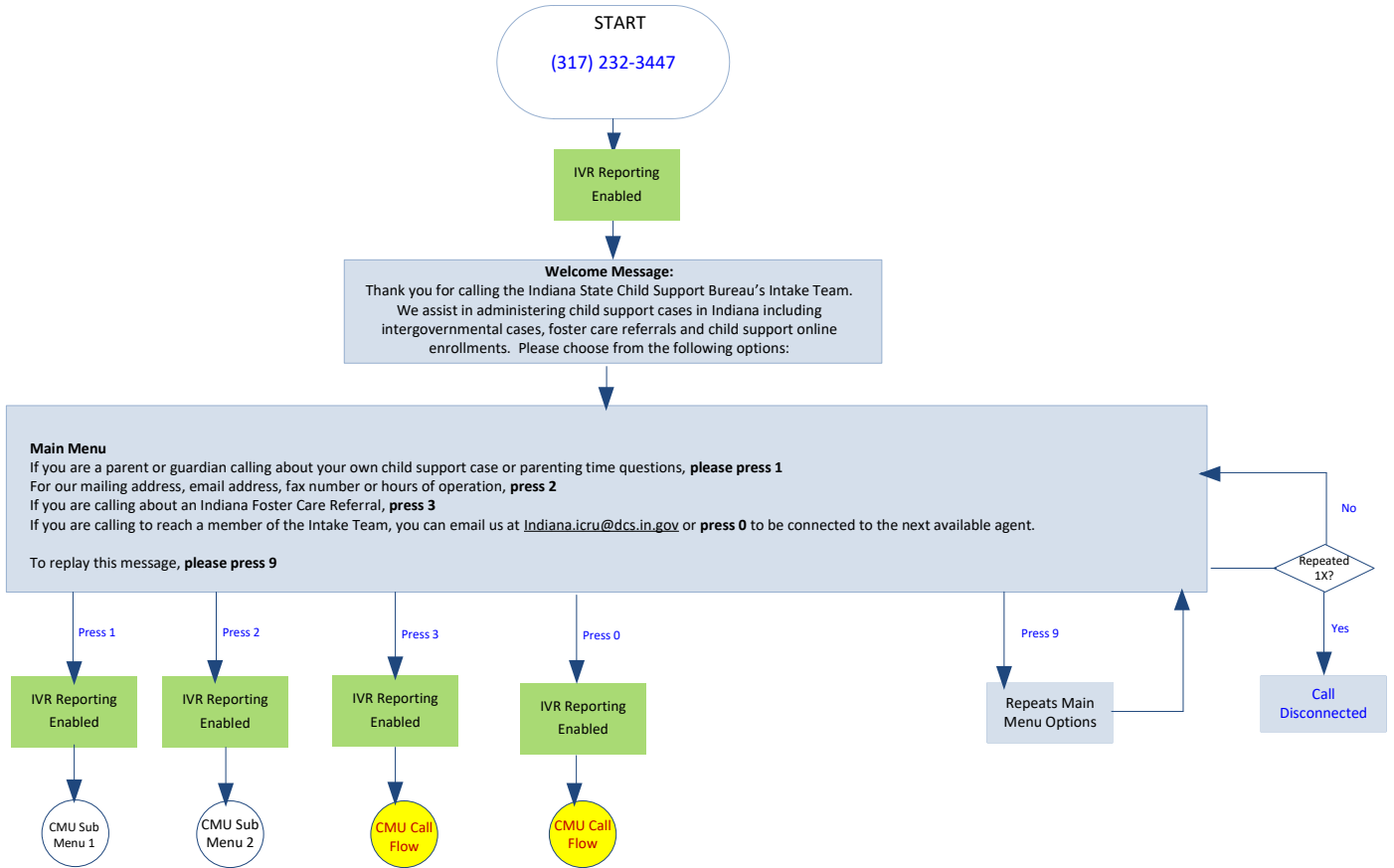
The goal with using this system was to increase the customer service offered to the participants on intergovernmental child support cases as well as to aid county partners regarding the intergovernmental cases they were initiating with other states. Some of the system highlights are outlined below along with a design outline of the Central Registry's call flow.

- All incoming calls received are counted by the system.
- Calls route correctly through the call flow in order to reach the correct agent.
- Unanswered calls are routed to voice mail, which is delivered as an mp4 file to the distribution group email.
- Agents are able to identify callers and apply a wrap code (indicating the nature of the interaction) to the call.
- Standard call center operating reports can be generated and viewed by supervisors.

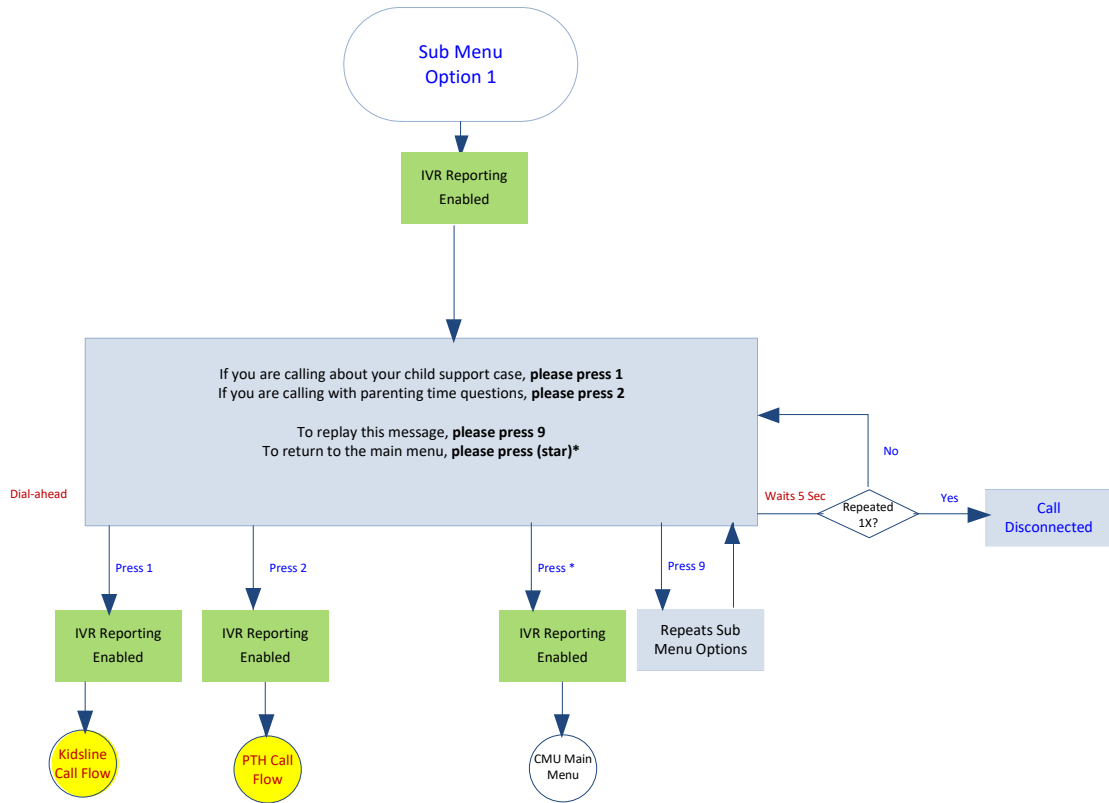
Child Support Bureau – Case Management Unit (CMU)

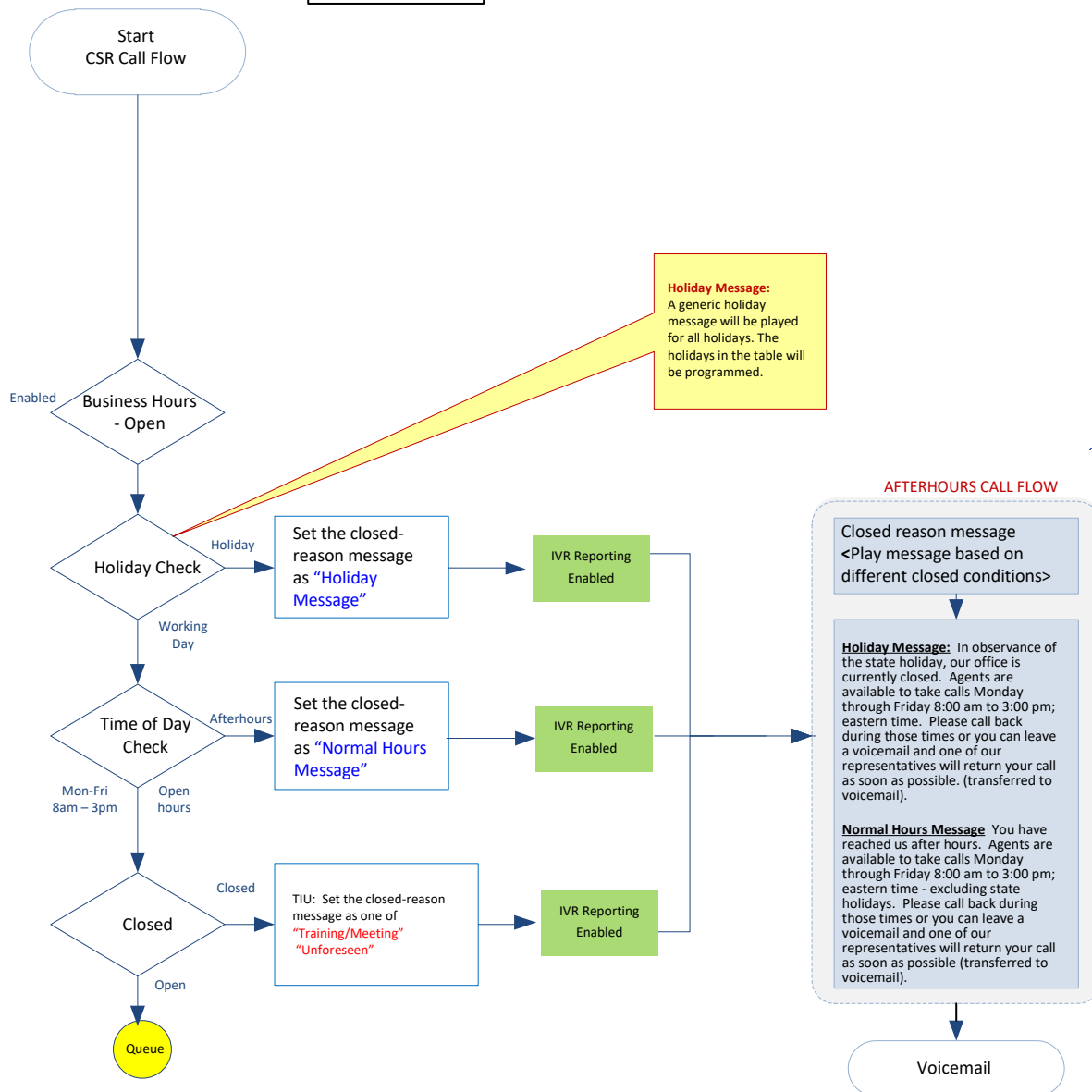
Main Menu

Dial-ahead



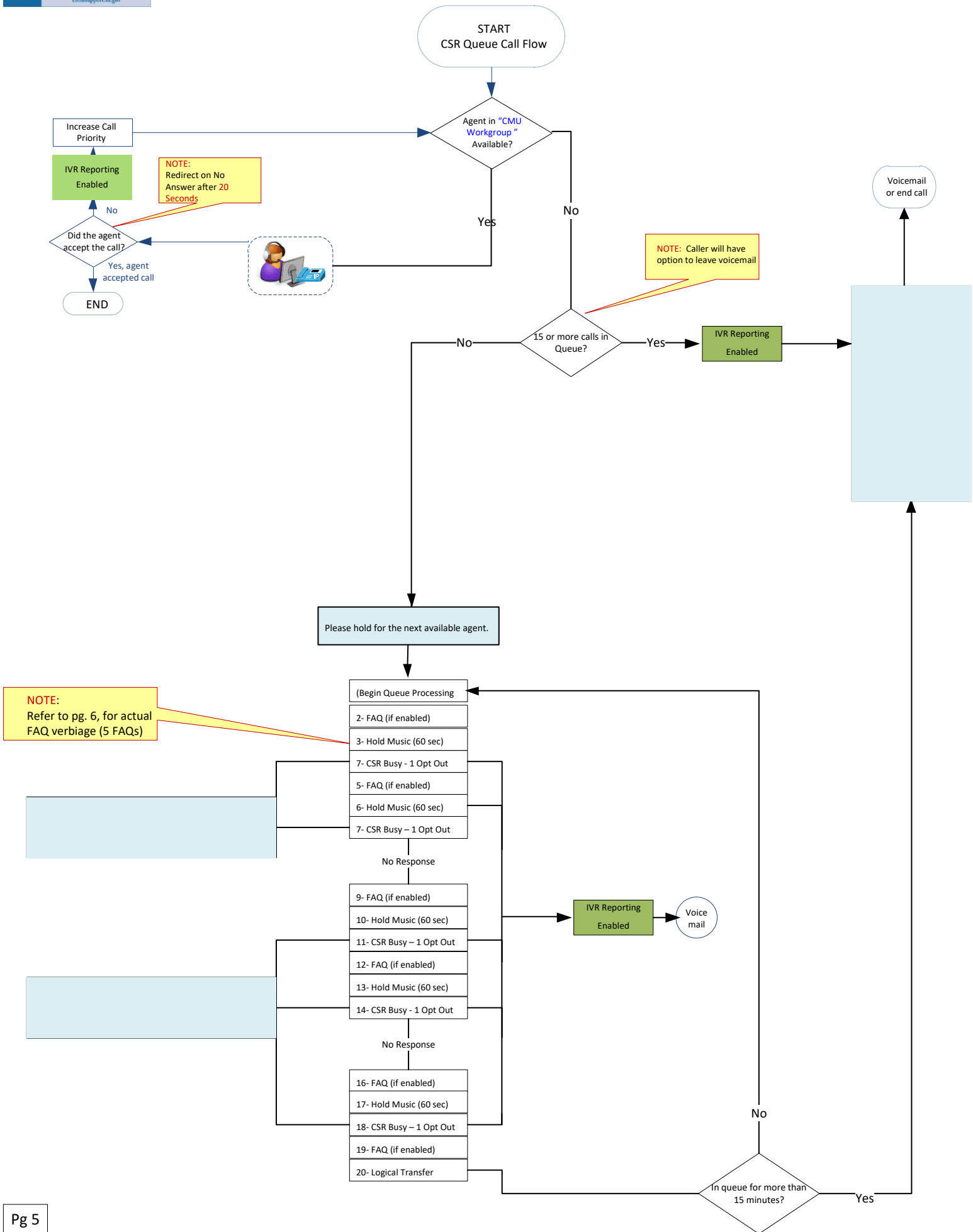
Child Support Bureau – Case Management Unit (CMU)
Sub Menu Option 1





Child Support Bureau – Case Management Unit (CMU)

Queue Call Flow



FAQ Messages

FAQ Messages:

1. The Indiana Child Support Case Management Computer System is in the process of being upgraded. Please be patient with us as we start the process to rollout a system that will help us to better serve all of our participants.
2. Did you know that Indiana has cooperative agreements with the county Prosecutor and Clerk's offices? If you know what county is assigned to work your case you will receive the most up-to-date information by contacting them directly.
3. The Case Management Unit of the Indiana State Child Support Bureau includes the Indiana Central Registry, Foster Care Referrals and Online Enrollments.
4. Did you know that participants can sign up for services in Indiana through the online enrollment form? Go to www.childsupport.in.gov for more information about enrolling in Indiana Child Support Services. 5. TBD

TIU (Outage/Closed Messages) - Closed Queue Messages (TIU):

Unforeseen: The Case Management Unit is currently unavailable. We apologize for any inconvenience this may cause. Please leave a message and we will respond at our earliest opportunity.

Training/Meeting: The Case Management Unit is currently unavailable. Our representatives are in training to help serve you better. Please try your call again later or you can leave a message and we will respond at our earliest opportunity.