# Conduent Unemployment Insurance Contact Center Services

COVID-19: Scaling Up Contact Center Services to Improve Responsiveness

During the COVID-19 pandemic, people across the United States have reported long wait times and extensive delays when applying to receive crucial Unemployment Insurance (UI) benefits. State unemployment agencies are scrambling to meet immediate constituent needs while working under intense pressure to deliver UI services while working remotely. To communicate clearly and respond quickly, unemployment agencies are turning to outsourced contact center support services – the frontline between constituents and state UI employees, to help them meet immediate UI application processing requirements, and better respond to thousands of constituent calls.
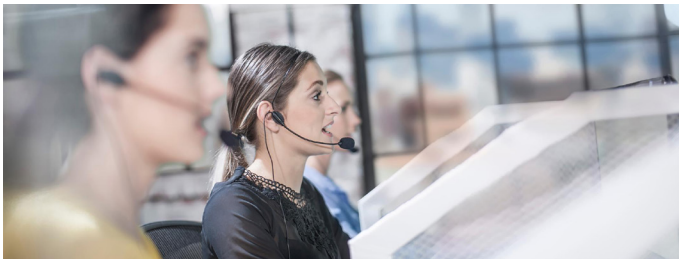
Agencies are struggling to resolve:

• Skyrocketing call volumes

• Long wait times

• Frequent call drops

• UI claim adjudication

We can help you:

Keep employees safe — Enabling employees to work from home can help agencies maintain resilient operations even when your region is under shelter in place rules. State agencies gain a cloud-based, hosted contact center solution with our Virtual Contact Center module that provides the contact center tools to help agents deliver an exceptional constituent experience working from anywhere they have a computer and a high-speed internet connection.

Scale up quickly — To meet demand for rising inbound call volume, agency contact centers need elastic scalability and support for rapid changes to contact flows, IVR dialogs, and other operational processes. We offer the ability to quickly stand up operations. Conduent contact center agents can help handle overflow calls, providing call triage and answering constituent questions to help boost your agency's response to higher-than-usual call volumes. We can help you gain contact center staffing support, trained and equipped to take your agency's calls.

Offer an uninterrupted response — In the near term, if agents are sick or quarantined, or taking care of an ill family member, ensuring continuous support without interruption is key. To this end, we can quickly train and re-deploy our agents to help meet your most pressing contact center needs.

Streamline service delivery — Routine issues can be fielded by virtual agents or bots to infer callers' needs and quickly route them to needed information, freeing agents for complex calls that require a human touch. With best-in-class cloud services, we can meet your contact center demands through quick provisioning of back-end computing and storage capacity. Using our intelligent, automated call distribution and routing IVR capabilities, agencies can increase the speed and efficiency of call resolution. Standard/ad hoc reporting and quality assurance management are additional features that also help deliver better constituent experiences.

Conduent UI Center of Excellence

We administer the Unemployment **Insurance Interstate Connection Network (ICON) system** used to help State Unemployment Insurance (UI) agencies nationwide request and receive data used to file and process combined wage claims, as well as military and federal employee claims. We also disburse more than **$40 billion** in benefits and payments for various government programs, including UI benefits payments via debit card and direct deposit transactions.

Our ICON expertise, combined with our experience partnering with states to provide UI Electronic Benefit Transfer (EBT) card and contact center networks, positions us well to establish overflow contact centers or claims processing services.

Our integrated, innovative technology-driven contact center solution gives agencies, constituents and contact center representatives the knowledge they need to resolve constituent challenges in real time
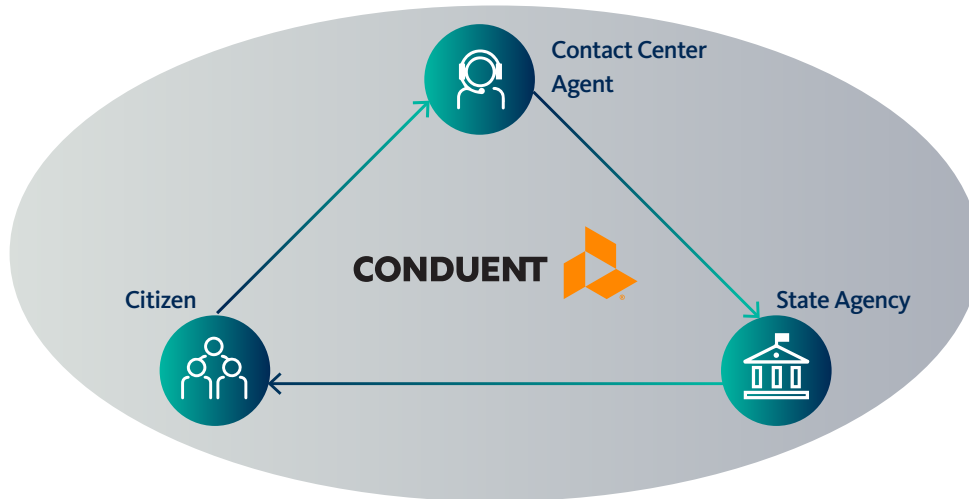
Leveraging Our Experience

- Over 1 billion customer communications annually in our contact centers

- More than 25,000 multi-skilled interaction specialists provide expert handling of varied call and contact types

- Expertise in 20 industry sectors

- 2.5 million interactions daily

- 114 contact centers around the globe

- 200+ languages supported

- Serving 11 states workforce agencies, delivering services including contact center support for unemployment compensation and other programs

- Recognized as Industry leaders by ISG, Gartner Inc., Nelson-Hall

Key Benefits

- Highly secured communications

- Streamlined, automated service delivery

- Modern technologies drive high performance

- Faster responsiveness

- Experienced, highly committed team scales quickly to meet constituent demand

- Empathetic and highly skilled representatives offer deep understanding of diverse populations

- Trained, empowered contact center teams identify, explore and resolve backlogs affecting benefit claims

- A better constituent experience with skill-based call routing

We are there for you

At Conduent, we are working hard to help our government clients overcome serious challenges as they arise from the pandemic. Our top priority is to protect our associate base and the communities where we live and work, while continuing to serve and help our clients at a time when they need us most. We are confident in our collective ability to emerge from this crisis stronger. We know that providing a good user experience for constituents is vital. During this climate of extreme uncertainty, our people, processes and solutions can help you realize better outcomes, while delivering personalized experiences to those most in need.

As a diversified, public sector business services company with decades of experience delivering mission-critical operational services to support a wide range of government programs, Conduent is well-positioned to help state and local health and human services agencies navigate through the crisis by enabling the delivery of modern constituent service experiences that are more efficient, seamless and satisfying.

For more information please call (844) ONE-CNDT, email publicservices@conduent.com, or visit **HERE**, to learn more about how we can help.