

Case Study

Caller satisfaction is up and wait times are down for La Crosse County child support participants.

By partnering with the Wisconsin State Disbursement Unit, La Crosse County has increased caller satisfaction through reduced wait times and efficient service delivery. Most importantly, these efficiencies have freed up time for La Crosse County staff to focus on their core mission of providing quality case management and enforcement activities.



Wisconsin State Disbursement Unit provides customer service support for La Crosse County Child Support participants.

The La Crosse County Child Support Agency wanted to improve the management of calls from program participants and the overall efficiency of agency employees. Concerns regarding service levels, coupled with the County's legacy phone system, didn't provide the necessary level of support for staff to effectively manage the call volumes. County officials set out to improve overall agency effectiveness while preserving the ability of callers to get program information quickly and efficiently.

- La Crosse County sought a vendor to provide a high quality technological solution and customer service support that possessed Wisconsin specific child support program knowledge. As the State of Wisconsin's dependable vendor for child support payment processing and customer care since 1999, Conduent was the reliable choice.

- Conduent leveraged existing infrastructure of the SDU to stand up a comprehensive call center solution. The cornerstone of the Conduent call center solution is knowledgeable customer service representatives that work to quickly meet the caller's needs

Results

- County case workers now contact program participants on an efficient schedule they create
- As a result of the change in communication method and timing, the effectiveness of La Crosse County case management and enforcement activities has increased significantly