

Case Study

“I want to take this opportunity to let you know how satisfied I am with our partnership. Having Conduent staff handle our phone calls has allowed our child support specialists to concentrate on core duties of establishing and collecting child support. I am actively recommending that other counties come on board to use Conduent for customer service assistance.”

– Jim Sullivan, Milwaukee County Child Support Director

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



The Wisconsin State Disbursement Unit provides customer service support for Milwaukee County Child Support families.

The Milwaukee County Child Support Agency wanted to improve the handling and flow management of calls from program participants. County officials were concerned about the ability of callers to get program information quickly and efficiently. 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.

- Milwaukee 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.

- We leveraged our existing infrastructure to stand up a comprehensive IVR and call center solution with knowledgeable customer service representatives to quickly meet the county's needs.
- Effective IVR scripting combined with quality customer service call handling reduced call volumes by nearly 40%.

Results

- County call center volumes reduced by nearly 40% and CSR wait times reduced by more than 50%
- County case workers now contact program participants on an efficient schedule they create
- Effectiveness of Milwaukee County case management and enforcement activities has increased significantly