

Colorado OIT

Increasing agent performance and first call resolution

OVERVIEW

The Governor's Office of Information Technology strives to enhance the lives of all Coloradans with the goal of creating a safer, happier, and more sustainable state by providing a full range of information and community technology services. This includes services such as, data centers, servers, mainframe operations, storage, operating systems and much more. All of this is done by delivering effective solutions and reliable customer service. To keep providing the most exceptional service, they needed a more flexible solution to keep up with demands.

THE CHALLENGE

Colorado OIT identified the need to a cloud contact center that could simplify and improve overall operations of business while providing a more scalable solution to better serve customers. The state also needed granular usage billing per agency and the agents required to have detailed data on a per caller basis.

ASPEN'S SOLUTION

Aspen deployed Amazon Connect and created a custom CCP (Contact Control Panel) with data lookup, real time reporting and advanced integration technologies to better serve agents when taking calls and improve overall call center efficiency



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**Governor's Office of
Information Technology**

THE OUTCOME

With Amazon Connect, agents can now operate within one system to take calls and manage customer needs, reducing call resolution times and cutting down operational costs.

Usage per phone number can now be reported and agents can quickly identify callers and related queue information for the calls they are answering

WHY THEY CHOSE AWS

Amazon Web Services Omni-Channel features are designed to provide seamless experience for both customers and agents to simplify the contact center operations while automatically scaling to meet demand.

WHY THEY CHOSE ASPEN

Aspen Tech specializes in the deployment and integration of AWS connect and Cloud contact Centers, providing personalized solutions for each customer's challenge