Video Call Center™ for State Government

WebRTC

KEY BENEFITS

- **Keep the Personal Touch**
  Virtually replicate interactions with live video communications and build meaningful connections with the public

- **Expand Access to Specialized Services**
  Increase the reach of high-touch state services by using video to leverage the expertise of senior resource specialists

- **Ensure Secure Interaction**
  Provide peace of mind with an encrypted connection and secure file transfer and document sharing

- **Make the Connection**
  Supports both in-bound (customer initiated) and out-bound (agent initiated) communication

Reaching the People:

Improving Access and the Effectiveness of State Services through Advanced Video

State government IT teams are regularly asked to find new solutions to better meet the needs of their constituency. These teams search for ways to improve high profile public services such as fire prevention, courts and law enforcement, emergency response, transportation and infrastructure maintenance, as well as specialized services such as licensing, registrations, certifications, reinstatements, inspections, welfare assistance, and testing.

Communication technologies are empowering these public services in new ways. Activities that traditionally required citizens to travel to state offices may now be done remotely.

Compunetix is working with agencies and departments in state government to better understand their workflows and leverage mobility, rich-media communications, and broad data connections to deliver a new generation of user-centric services. These solutions combine convenient access technologies with the core switching and multi-point communication capabilities of our best-in-class voice, video and web platforms.

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Sample Agent View

How Can You Use VCC?

- Improve the Availability of Services Across Rural Communities
- Minimize Lines & Cut Wait Times at High Volume Offices
- Centralize Live Specialists for Complex Services
- Supports Distributed Kiosk Implementations
- Video Validation for Face-to-Face Identification
- Increase Customer Service Efficiency

Video Call Center Delivers:

Video Customer Engagement
- Easy, one-click connection (no download required)
- Quickly assess their needs and transfer to available specialists
- Video call scheduling
- Ability to escalate to a multiparty call

Versatile Network Connectivity
- High-quality video connectivity in bandwidth environments as low as 128 Kbps
- Support high definition (HD) video connections
- Optimized bandwidth adaptation

Seamless Integration with State Government Websites
- Fully brandable and customizable

Collaboration Functionalities
- Application and desktop sharing
- File transfer
- Customer / Agent chat

Widespread Accessibility
- Accessible from browsers or mobile devices, without any download required
- No proprietary equipment needed for customer and agent
- Supports integration with kiosks

Confidentiality & Data Security
- Secure and encrypted media and data connectivity
- Secure password authentication

Quality Call Monitoring & Statistics
- Ensure customers are properly assessed and improve call center performance

Geo-localization
- Provide customer location details

Deployment Options
- Available as a cloud service
- On-site deployment

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