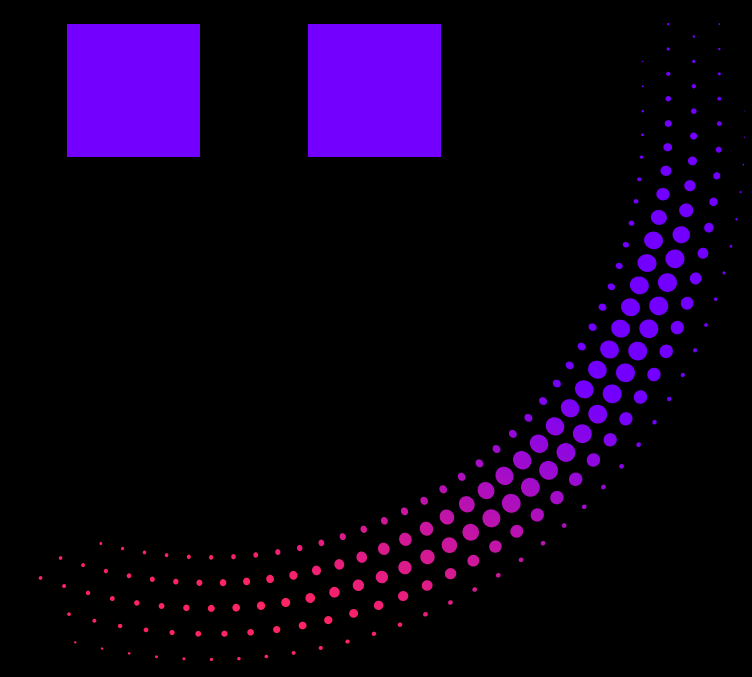


INTEGRATED FRONT DOOR TO GOVERNMENT SERVICES

Make experiences *flow*

About NICE

With NICE (Nasdaq: NICE), it's never been easier for organizations of all sizes around the globe to create extraordinary customer experiences while meeting key business metrics. Featuring the world's #1 cloud native customer experience platform, CXone, NICE is a worldwide leader in AI-powered self-service and agent-assisted CX software for the contact center—and beyond. Over 25,000 organizations in more than 150 countries, including over 85 of the Fortune 100 companies, partner with NICE to transform—and elevate—every customer interaction.





Unlocking Seamless Access to Government Services

Introduction

Navigating government services can often be a complex and confusing experience for citizens. With numerous agencies and a myriad of services, finding the right information and assistance can be overwhelming. To address these challenges, we present an integrated front door to government services—a streamlined and unified approach designed to simplify and enhance citizen engagement. In this paper we outline the key solutions and benefits of our approach, aiming to improve the citizen experience and operational efficiency.

Key Solutions and Benefits



Enhancing Citizen Engagement with Self-Service

Empower citizens to access and manage government services effortlessly. By leveraging advanced self-service solutions, constituents can find information, complete forms, and access services without needing direct assistance. This not only enhances accessibility but also reduces the workload on government staff, making processes more efficient.

Empowering Agents with Real-Time Assistance

Support your frontline staff with tools that provide immediate access to the information they need. Intelligent assistance systems help agents respond to citizen inquiries accurately and efficiently, ensuring consistent and helpful interactions. This results in improved service quality and a more satisfied public.

Proactive Outreach for Timely Service Delivery

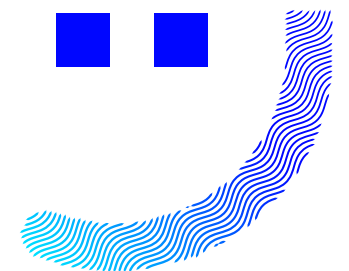
Transform the citizen experience by anticipating needs and delivering timely, personalized communications across complete journeys. Proactive outreach helps ensure that citizens are aware of and can take full advantage of available services and benefits, and never forget a step or a deadline. This approach minimizes gaps in service delivery and fosters a more inclusive community support system.

Knowledge Management for Consistent Service

Implement robust knowledge management systems to maintain and distribute critical information across all channels. This ensures that both digital and human touchpoints provide consistent and accurate information, reducing confusion and improving the overall user experience.

Data-Driven Insights for Continuous Improvement

Utilize data analytics to gain deep insights into citizen interactions and service delivery performance. Analyzing these insights allows government agencies to identify trends, understand public needs, as well as pinpoint automation and self-service opportunities. Data-driven decision-making leads to more efficient operations and better outcomes for the community.





Case Studies and Testimonials



The State of Michigan Department of Health and Human Services (DHHS)

Michigan's DHHS had 5,000 caseworkers handling one million calls annually without a consolidated contact center, leading to missed calls and frustration. As part of a total revamp of its operations, Michigan's DHHS worked with NICE to develop a "virtual" contact center using the NICE CXone cloud customer experience platform. Up to 10% of caseworkers now handle calls, while others focus on different tasks. Self-service options in CXone IVR offload routine calls, improving access, reducing frustration, and streamlining benefits distribution.



San Diego County: Access Customer Service Center

In San Diego, our solutions transformed the Access Customer Service Center, which provides essential health and social services. By implementing streamlined processes and advanced analytics, the county reduced call handle times and improved the overall caller experience. The addition of gamification and real-time reporting further enhanced employee engagement and service quality.

The Path Forward

Our integrated front door approach is not just a vision for the future; it is a reality available today. By adopting these solutions, government agencies can create a seamless, omni-channel experience for citizens. This approach not only simplifies access to services but also ensures that citizens feel valued and supported.

Contact Us

To learn more about how our solutions can transform your agency's service delivery, please contact us at nice.com/government. Together, we can create a more accessible and efficient government service experience for all citizens.