

## CHILD SUPPORT CALL CENTER

Due to changes in governmental mandates, many states are being required to modify the methods used to administer their Child Support programs to reflect state level control rather than county or city levels. An integral part of the administration of the Child Support system is the implementation of a quality high end Call Center capable of handling the volumes of calls originating from custodial and non-custodial parents.

Calls received by a Child Support Call Center primarily relate to one of two categories. In the first category, the non-custodial parent calls to verify that his/her court ordered child support payment has been received by the state agency administering the program. In the second category, the custodial parent calls to find out how soon they will be receiving the payment.

### **CARES™ Call Center application features used:**

|                                    |                                  |
|------------------------------------|----------------------------------|
| Automatic Call Distribution (ACD)  | Interactive Voice Response (IVR) |
| Screen Pop                         | Call Recording                   |
| Skills Based Call Routing          | Screen Phone                     |
| Predictive (Preview) Dialing       | Remote Agent                     |
| Call Queuing                       | Call Monitoring and Recording    |
| Customer Resource Management (CRM) | Statistic Charting and Reporting |

### **CARES™ Call Center Tailored Features:**

- While remaining in the queue, callers can utilize standard IVR functions to initiate electronic funds transfer (EFT) to/from their checking account. The design of this feature insures that callers retain their “place” within the queue while they are utilizing the IVR functions. Providing the caller the ability to manage the funds transfer task directly permits processing payments to the custodial parent much faster, as well as minimizing check handling within the state agency. This saves everyone both time and dollars.
- The sensitive nature of the calls handled by this agency mandates the need to record, from the very beginning, to the end, both the audio and video portion of calls an agent handles. With this information archived, retrieval of complete call records can be done, avoiding many potential disputes or problems.
- Among the many responsibilities of this agency, an important one is to make child support collection calls to non-custodial parents who may be delinquent in their child support payments. The Centurion Predictive Dialer application has been designed to perform this task quickly and efficiently.
- To provide the Call Center the most efficient and effective communication capabilities, agents are provided a full range of telephone functionality through the use of Screen Phone software and headset equipment, integrated into each of their PC workstations.
- As many Child Support agencies receive federal funding to augment fiscal budgeting, a variety of specialized reporting is needed to support Call Center operations. With the experience Centurion has gained by solving these needs, specialized reports have been designed as an integral part of this application. Seagate™ Crystal Report Writer is used to deliver the reports. With the flexibility of Seagate™ Crystal Report Writer, individual reports can be designed and customized to contain other charts, graphics and grids to fit local needs.

### **RESULTS:**

The CARES™ Call Center application provides a powerful, high-end solution for Child Support Call Centers. An affordable and quality Call Center package is achieved when implemented on a Centurion 2003 server with the Windows operating system.