

## **JUSTICE DEPARTMENT Department of Immigration**

Centurion has developed a Justice Department application that provides an integrated solution for self service and call center technologies within the Department. The self service application is able to perform most tasks of a live agent.

### **How does it work?**

From easy to use menus, callers are presented with automated messages detailing the services available on a variety of topics. A sampling of the menu topics may include, but are not limited to:

- Questions related to immigration benefits and services.
- Information about recent or upcoming changes in immigration programs and procedures.
- Learn about eligibility; basic filing plus other procedures
- Ordering Filing Forms
- Learn about certain procedures in a local immigration office, including location and hours of operation.
- Obtain case status, IF filed electronically, OR filed at a Service Center and have a receipt / tracking number.
- Change of address
- Request for emergency rescheduling of an appointment
- Information about fingerprinting, a local immigration office, or for a listing of doctors authorized to provide medical exams.
- Assistance regarding other agencies.

Callers are informed of position and wait time in queue stating how long it will be until an agent becomes available. While in the queue, other announcements of interest to the caller may be presented and could contain information that may preclude an agent having to speak with the caller.

### ***BENEFITS***

- Customer satisfaction is improved while reducing the number of agents required to service the callers.
- Music on hold and a conferencing capability is available to the caller.
- Callers are given the opportunity to have their call directed automatically to agents with specific skills they have specified, such as language preferences.
- Self Service is Seamless to the end user
- A complete set of reports is provided that details busy periods, agent statistics, and call volumes.

### ***ADDITIONAL APPLICATIONS***

The Centurion, Inc. CARES™ may be configured to record and monitor the voice and screen data of agent call transactions, archive the calls, establish agent pools in other locations, respond to email inquiries, provide screen pops as necessary, provide IVR and faxing capabilities, and make outcalls when required.

