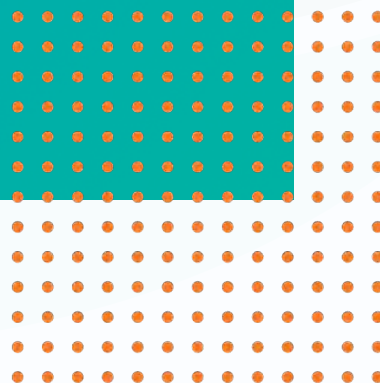# Increasing Contact Center Efficiency for the North Carolina DMV

CASE STUDY

SERVOS

NCDMV Key Project Indicators

9.8M+

Constituent records imported

8x

Call volume handled on the ServiceNow platform vs manual process

120K+

Interactions logged in the first 30 days

Services Provided

- ServiceNow expertise
- Organizational change management
- Case & incident management
- Helpdesk management
- Data architecture
- Integrations: NICE CXOne CTI and NCDMV Mainframe
- Agent workflows

01
Overview

Servos with the North Carolina DMV

As part of their digital transformation initiatives, the North Carolina DMV Call Center team needed to modernize their still largely paper-based processes, reduce siloes between internal teams, and increase transparency with their citizens.

We worked with the main call center for NCDMV, as well as five additional help desks, and integrated with the IT team for additional incident management.

This project included an integration with the DMV mainframe for citizen and vehicle information and an integration with a CTI solution to route calls to the correct agents within Agent Workspace.

02
Challenges

Manual Practices & Disparate Processes

The main NCDMV call center manually switched between storing case data in Excel sheets and emails, which led to an overall lack of visibility of cases and challenges. Each business unit also had their own different processes, so transparency and communication between teams could be challenging.

Complexity of Data

We had to import over a million constituent records, in addition to successfully completing complex integrations into their internal APIs.

Managing Expectations

Servos was a part of a multi-vendor team, so there were a lot of moving parts and pieces. The project teams experienced delayed timelines due to evolving requirements, delayed integrations, and user adoption.

03
Process

Multi-Vendor Approach

We engaged with three different groups (Servos, CTI partner, and internal API teams) to ensure requirements were met across the business.

Hands-On UAT Experience

We provided the NCDMV team an extended UAT time to ensure user buy-in, as well as developing a "train the trainer" program to establish internal SMEs to further drive success. Furthermore, we ensured our project team was available during their go-live time so that the NCDMV could ask questions and receive answers in real time.

Solution Champions

NCDMV's internal leadership team took the initiative, drove internal change, and smoothed over challenges their users were experiencing while they learned the new platform. This stakeholder ownership allowed us to give the NCDMV team a solution that would truly support their needs.

04
Result

Process Modernization & Unification

Servos worked with each team to understand their goals and current processes, and unified their procedures into a standardized process which would allow for better communication between each team and the citizens they serve.

This unified case type for complaints and requests are available across all DMV call center teams, and case resolution is improved with automated notifications, surveys, and workflow transparency.

Automated Interaction Management

Agents can identify contacting parties with a unique customer ID number based on their phone number, and their details are automatically populated in the interaction record for the agent.

An automated case-to-incident integration helps eliminate discrepancies between IT team and Call Center records.

Integrations

We integrated with the DMV mainframe to support agents with customer and vehicle information utilizing Integration Hub and UI builder, so they can easily locate constituent information.

Utilizing an integration with the NICE CXOne CTI platform enabled us to pre-populate interaction record details for agents.

SERVOS

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