

# A major federal agency delivers a superior customer experience driving OSAT improvement



## Outcomes:

**120k**  
decrease in  
agent queue  
volume

**24**  
seconds  
decrease in  
AHT

**85%**  
Increase in OSAT  
score (from low  
40s)

**CHALLENGE:** Contact center agents struggled to keep up with the increased call volume and complexity. The federal agency needed an optimal solution for deflecting calls and providing customers with prompt support.

**SOLUTION:** To relieve pressure on the federal agency agents, Voxai deployed self-service solutions. We also modernized the federal agency's interactive voice response (IVR) system to eliminate redundant and non-value steps.

**RESULTS:** Voxai self-service solutions and IVR modernization led to an overall reduction in average handling, driving OSAT improvement. This reduced costs for the federal agency, but it has also allowed agents to handle more cases faster—offering citizens a superior experience at every moment of their service journey.

Our client is a major federal agency serving the entire population of the USA. The federal agency's contact center receives thousands of queries every day—from products and services to change addresses and delivery updates. Previously, all cases were handled by human agents using the phone, whether it was a citizen asking for an update on their delivery status or clarification on services. Transfer rates between agents were high—and often took up to 70 seconds to complete. It was a manual approach to customer service that took significant agent time and demanded that all team members be trained to handle a wide range of cases. The federal agency knew there was a way to improve its approach to customer service, and it searched for a partner that could help it achieve its vision.

### An entire contact center transformation:

After choosing Voxai to support its contact center transformation, the federal agency adopted Voxai's self-service solutions and IVR modernization. Using the combination, the federal agency provided an automated service for the first time in its contact centers, creating a significant shift in citizen interactions from the telephony channel to digital.

- Voxai updated the federal agency's interactive voice response (IVR) system, eliminating multiple redundant processes and non-value steps in the call flow that negatively affected customer experience.
- With the Voxai Self-Service solution, the federal agency automatically solves more than 10 different types/categories of citizen requests, such as service information, address changes, hold mail, and track delivery status, freeing up agents' time for more complex cases.