Business challenges

Government and public sector leaders must re-evaluate how they connect with stakeholders, customer and the people they serve.

- **Increasing Call Volume & Wait Times**
  Call center demand has risen as the number of customer calls about finances, insurance etc. grow while contact centers are facing staff shortages, resulting in long wait times for resolution.

- **Changing Customer Expectations**
  Customer service is not the same as it once was. Organizations must reimagine their service organizations from their customer point of view.

- **Large Technology Overhead**
  Traditionally technology subscriptions and system integrations for contact center solutions are managed internally.

- **Increasing Automation**
  Contact center automation is accelerating. It is essential for companies to implement best practices, or risk falling behind the competition.

Solution overview

D2C2 is an end-to-end integrated contact center that delivers superior customer experiences by integrating omni-channel support across messages, phone calls, etc. to keep customer interaction flowing seamlessly from one communication mode to another. In addition to unified communications, D2C2 uses artificial intelligence and machine learning (AI/ML) to draw meaningful and actionable insights from data analytics, giving agents the precise and timely information needed to close leads and solve customer issues quickly.

- **Omni-channel Support**
  Integrate multiple communication channels (voice, SMS, web chat, email, and more) to provide a flexible and seamless customer experience.

- **Integrated AI/ML**
  AI/ML engines analyze structured and unstructured data to understand customer signals, predict behavior, and improve operations.

- **Actionable Analysis**
  Supervisors, analysts, and AI, evaluate calls for quality assurance through case management and data analytics.

- **System Integrations**
  Integration points with other contact center and CRM technologies (e.g., Cisco, ServiceNow).

- **Subscription Model**
  A pay-what-you-use billing model simplifies the use of latest contact center technologies.

Potential outcomes and benefits

Government and public sector leaders must make swift, insight-informed decisions to support their digital contact center employees while helping people connect to critical services and benefits, they need. D2C2 can help an organization:

- **Improve coordination** across digital channels (e.g., web chat, mobile, phone).

- **Gain valuable business insights** to better understand your customers and how to improve problem-solving and customer satisfaction rates.

- **Improve customer experience** through consistent and coordinated engagement across digital channels.

- **Lower operational costs** through use of a managed service with predictable billing based on what you use.

- **Be flexible and scalable** to meet evolving organizational and customer needs.

- **Support remote workforces** through a digital platform hosted in the cloud that can be accessed securely regardless of physical location.
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