Deloitte's Digital Contact Center (D2C2)™

Google Cloud | Deloitte.

D2C2 is a cloud-based collaborative customer engagement platform that provides end-to-end support for the stand up, configuration, and operations of a government customer support contact center.

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

Siloed Communication Channels
To provide timely support, a shift is needed to move from siloed digital channels to an omni-channel contact center

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
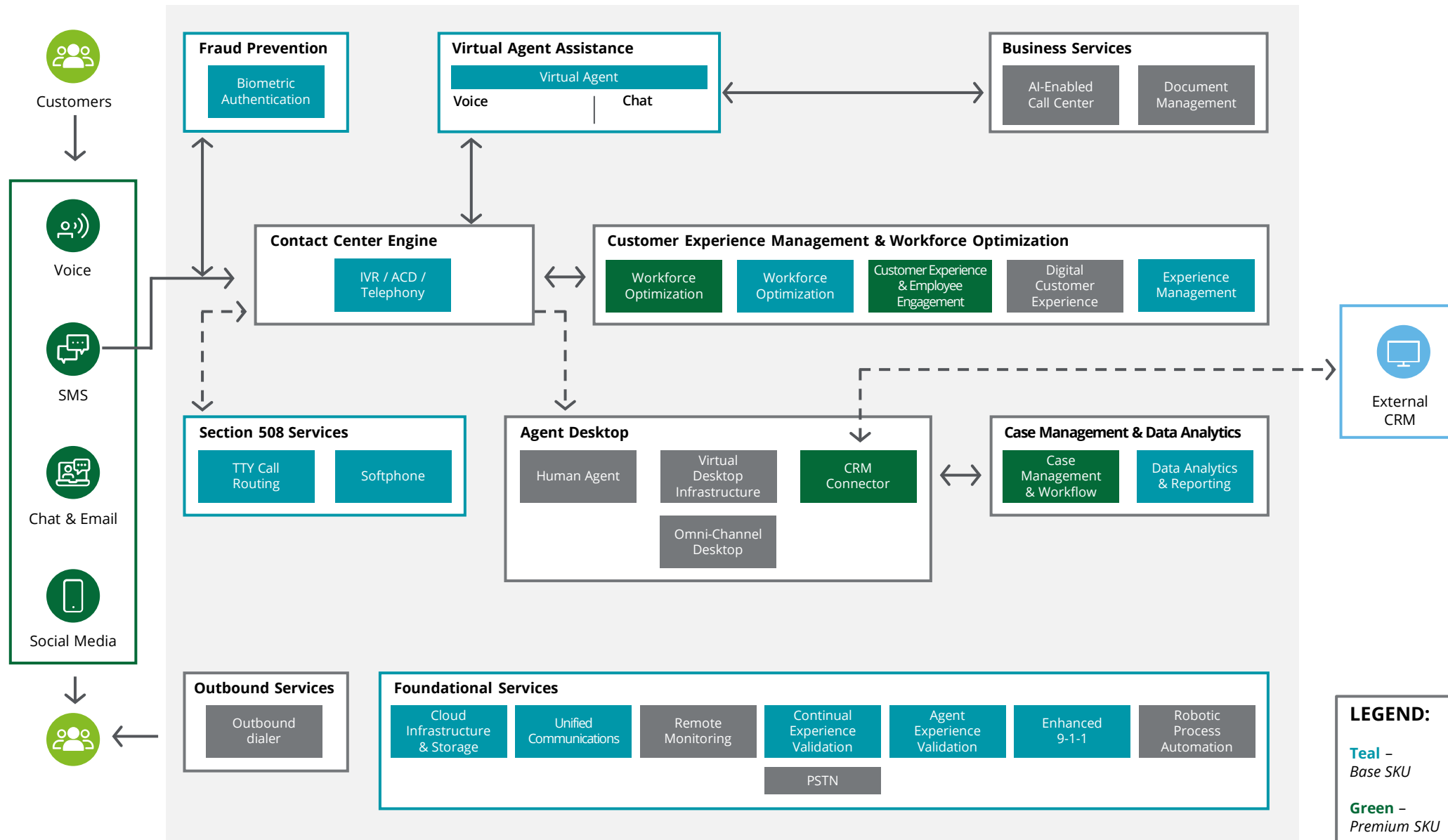
Potential outcomes and benefits

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

Be flexible and scalable to meet evolving organizational and customer needs

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

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

Deloitte's Digital Contact Center: D2C2

An eco-system built with best-in-class technology to deliver maximum impact for our clients and their clients

D2C2 UNDERLYING ECOSYSTEM

Customers

Voice

SMS

Chat & Email

Social Media

Fraud Prevention
- Biometric Authentication

Virtual Agent Assistance
- Virtual Agent
  - Voice | Chat

Business Services
- AI-Enabled Call Center
- Document Management

Contact Center Engine
- IVR / ACD / Telephony

Customer Experience Management & Workforce Optimization
- Workforce Optimization
- Workforce Optimization
- Customer Experience & Employee Engagement
- Digital Customer Experience
- Experience Management

Section 508 Services
- TTY Call Routing
- Softphone

Agent Desktop
- Human Agent
- Virtual Desktop Infrastructure
- CRM Connector
- Omni-Channel Desktop

Case Management & Data Analytics
- Case Management & Workflow
- Data Analytics & Reporting

External CRM

Outbound Services
- Outbound dialer

Foundational Services
- Cloud Infrastructure & Storage
- Unified Communications
- Remote Monitoring
- Continual Experience Validation
- Agent Experience Validation
- Enhanced 9-1-1
- Robotic Process Automation
- PSTN

LEGEND:

Teal – *Base SKU*

Green – *Premium SKU*

Why Deloitte & Google Cloud

As a Premier Partner of Google Cloud and the Services Partner of the Year for four consecutive years, Deloitte helps Federal, State & Local, and Higher Education organizations support and advance their missions. We think about the complex issues facing the public sector and develop relevant, timely, and sustainable solutions that can help accelerate project impact.

Contacts

Marc Mancher

Principal

jmancher@deloitte.com

Vishal Kapur

Lead Alliance Partner

vkapur@deloitte.com

Marianna Jonsdottir

Channel Sales Manager

mjonsdottir@deloitte.com

Learn More