

Public Sector

Answering the SOS to support state agencies

When phone inquiries skyrocketed to 70,000/day, Atos helped this state agency lower the abandonment rate from 83% to less than 1% in one week.

Atos was contacted by a state office late on a Friday requesting urgent assistance with their state unemployment call center. Due to COVID-19 business adjustments, call volume from residents seeking unemployment benefit information had increased from 800/week to 70,000/day. With that dramatic surge, call abandonment rates soared.

Atos answered the call and – over just one weekend – rolled out the necessary components to have 50+ Atos agents ready to accept level one calls by 8 a.m. the next Monday.

Over the first week, answer speed was reduced from 90 minutes to under one minute. During the three-month period since the first urgent call for assistance, Atos helped resolve over 90,000 incidents. The action plan to provide immediate phone support (created with no service contract in place) is detailed in the table (right).

Let Atos perform a Readiness Assessment focused on:

- Telephony platform and service ticket capabilities
- Headcount adjustments to sustain a state of readiness
- Overall technology and performance readiness
- Readiness plans for post-pandemic state functions

Emergency Response Plan & Actions Taken

On Friday evening and Saturday morning, the Atos team met with client representatives in a makeshift “War Room” which would serve as the non-stop hub of activity to stand up a support team by 8 a.m. Monday morning.

Teams incorporated technical solutions for the contact center’s telephony platform and its first automated ticketing system that responded to each email received.

Federated Skype and Microsoft Teams instances with Atos.

Established a “live” conference bridge across all working hours for instant IT help.

Established an ATF instance.

FAQs and Service Training Programs were quickly designed.

Atos assisted in creating a qualified team using an aggressive recruiting policy.

Identified 140+ representatives to work through the newly-developed training content on Sunday to ramp up to expected service levels.

Onboarded 140+ to the updated phone platform and Service Now ticket system.

50 new representatives went “live” at 8 a.m. Monday, less than three days from the initial call for assistance.

The team continued onboarding 50-100 representatives per day, dropping the abandon rate to 50% and wait times from 5 hours to 7 minutes.

By Day 5, Atos had 400 agents “live,” and by Day 8, nearly 1,000. Expansion is projected to continue until the workforce meets consumer demand.

Teams worked extended hours on weekdays and added a Saturday shift.

Trained all customer representatives to be L2-qualified representatives.

How can Atos help? The Future Ready Program

During this period of great national and global challenges, our priority at Atos is to ensure the safety and wellbeing of our employees while maintaining business service continuity for our customers and supporting them wherever we can.

We are Future Ready to support the communities we serve, and our people are stepping up to meet the issues head-on and find solutions. The Atos commitment is to help citizens live and work sustainably and confidently in an ever-changing digital landscape

Today we are applying our digital and industry expertise, our technologies and our people to join the fight against COVID-19 wherever the battleground may be. Whether it's helping a huge state agency handle an ever-increasing call volume, sourcing hardware and software tools that allow Public Sector employees to work from home, or delivering supercomputer data-crunching muscle to solve city and/or state problems, Atos stands united with the communities it serves - ready to help today and in the future.

Our Future Ready offerings

Unified Communications (RingCentral, NICE)

- Maintain business continuity as more employees are working remotely
- Enable remote workers to work from anywhere on any device
- Enable customers to easily extend comms & collaboration without significant license/network investment

Microsoft Teams and OCM

- Provide cohesion that current email and enterprise social networking applications do not address
- Deliver consistency around instant messaging, web conferencing and chat applications
- Breakaway Adoption Solutions provides organizations with a research-based methodology to guarantee the adoption of Microsoft Teams

Remote Security

- Restrict access to unsecure devices and sensitive data
- Stop unauthorized use of company applications
- Control the sharing of documents outside company-approved tools
- Reinforce infrastructure performance and minimize stress issues due to overloaded data and application access

High Performance Compute

- Reduce the cost of development
- Expand traditional IT infrastructure and development limitations
- Update the product development model to "theory / predictive simulation / experiment / analyze."



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