



Contact Center Solutions for Homeownership Assistance Organization

Overview

An organization aimed to increase the residential housing supply for low-income families to provide financing to public and private sponsors of such housing was severely affected by COVID-19. The pandemic affected both renters and landlords across the state the organization resided in. As a result, the state's Governor announced a new program, administered by this organization. The program offers direct financial assistance to renters who experienced financial hardship because of the pandemic. As a result, the organization had to quickly put together a new Contact Center that could act as a central point for the program's questions and quickly get funds to those in need.

Solution

The organization needed a flexible solution that adapted to uncertainties of their employee's work locations due to the evolving pandemic. New Era Technology recommended the deployment of Cisco Webex Contact Center, coupled with Cisco Webex Calling. This cloud-based solution was the perfect fit to cut the deployment time and provide the services needed.

Results

Coupled with New Era Technology's Service Provider partnership with leading ISPs, New Era offered a fully public cloud-based solution for unmatched scalability and speed to market. Challenges included a tight timeline, daily changes and restraints on equipment, and pandemic lockdown restrictions. Moving to a cloud solution offered the organization flexibility and would limit the need for infrastructure. Additionally, utilizing Cisco, New Era conducted daily calls sharing content, configurations, and training plans remotely. New Era built out a Calling Solution via Webex Calling Service, providing dial tone in hours. This solution offered quick access to test and route calls to any endpoint needed. For Contact Center Logic, New Era's Webex Contact Center Flow Scripting got the right calls to the right team. New Era used Cisco Webex for the program's team and set up training and testing sessions with the customer. Recordings will be utilized to train new staff as the program expands. The result of New Era's solutions cut deployment time to under two weeks instead of months.

Want to learn more about this project or solution?

Call us at 877-696-7720 or send an email to solutions@neweratech.com.