

How Speridian is helping NY State Department of Taxation and Finance (DTF) through the COVID-19 Crisis

Overview

In October 2019, Speridian Technologies began an initiative with New York State Department of Taxation and Finance (DTF) to modernize their call center and knowledge repository. DTF operates multiple contact centers that handle calls for DTF as well as over a dozen state agencies. The Consolidated Contact Center Department (CCCD) receives over 7.5 million calls per year, out of which 3.5 million go to agents.



The COVID-19 Pandemic

In March 2020, Speridian had just completed the successful migration and go live of DTF's new knowledgebase from on-premise to the Oracle Cloud. As the COVID-19 crisis began in the New York, the Department of Health (DOH) prepared to launch a Coronavirus Hotline which would be staffed by CCCD.

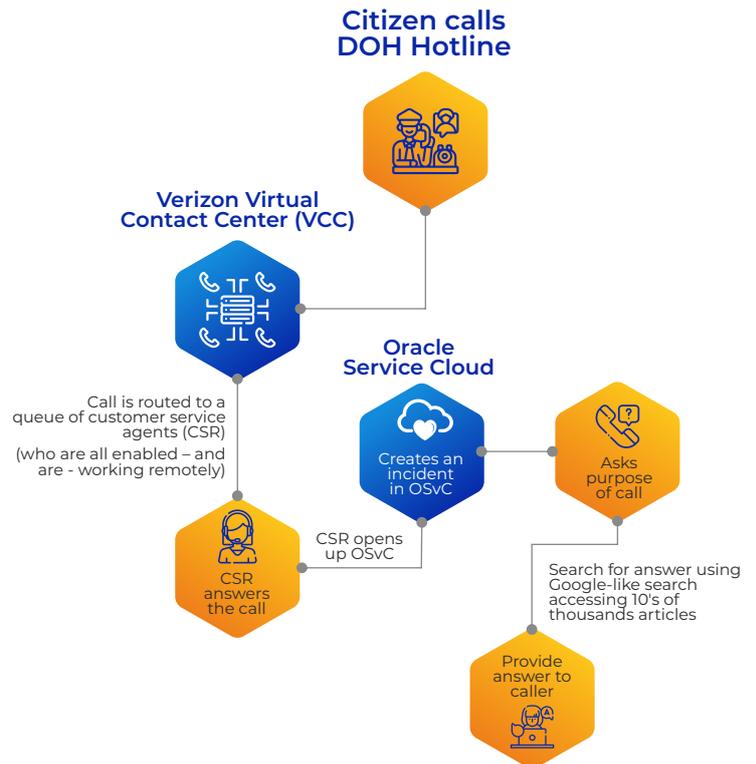
The Speridian team was asked to design a scalable solution that would enable agents to take hotline calls from home as non-essential workers were ordered to stay home.

The team created over 900 all new knowledgebase articles from the DOH and in just 48 hours, Speridian designed and deployed a new Cloud Based user interface which enables agents to securely access the knowledgebase from any remote location.

The Result

On March 15, the CCCD began taking calls utilizing agents from across multiple state agencies.

The State of New York has agents taking calls from home, accessing the latest up-to-the-minute knowledge as well as providing the ability to offer feedback and propose new knowledge content. The Speridian team has created enabled over 2000 new staff accounts and continues to add new accounts to handle the increasing Coronavirus Hotline inquiries.



Agents are trained on the system in under an hour and Speridian has created reporting tools to provide detailed real time metrics to monitor the situation.

The flexibility of the Oracle Cloud solution combined with Speridian's expertise enabled DTF to onboard new agents and deploy new features to them as fast as possible. The Speridian team continues to provide round the clock support as the State's response to the COVID-19 crisis evolves.