



Insights for Success

NebuLogic Success Stories

Service Center Operations Solution



Client

US based Child Support Program

Industry

Public Utilities, US

U.S.-Based Child Support Program Integrates Advanced Reporting Solution to Attain Operational Efficiency

"Great Success!" says James, project manager, client corporation

The Child Support Program is mandated under federal law to assist parents in obtaining the financial support necessary for their children to prosper in a stable setting. Both parents have a responsibility to support their children financially and emotionally, and it is important for parents to know the choices available to them in the collection of child support.

The program works with community groups, agencies, schools, correctional facilities and hospitals, and provides a wide variety of services to assist parents in meeting their responsibilities to support their children.

Challenges

- To integrate smooth data processing between the applicants and the client, and from client to the state.
- To accurately and efficiently capture and track all inquiries whether they are received via phone, fax, email, or written correspondence.
- Integrating the component with the application that offers a solution with built-in, multi-channel queuing; comprehensive quality assurance capabilities including call monitoring, recording, and scoring to improve the operational efficiency.

Core Functionalities Delivered

- Central repository for service requests and related CRM data
- Simple and efficient role-based user interface
- Enhanced CTI component development and integration.
- Service request creation from multiple channels

- Supervisor and financial escalation from CRM application
- Secure and automated data updates to and from external data sources
- Intelligent case routing and assignment
- Enhanced CTI component development and integration
- Efficient escalation process for quicker service request creation and resolution
- Verification operational excellence with advanced reporting solutions
- Advanced reporting using analytics and dashboards


Results

- Less than 3 second screen pop
- Detailed auditing
- 24/7/365 support and maintenance

About NebuLogic Technologies

NebuLogic Technologies, LLC is a leading System Implementation and Integration Information Technology company that specializes in delivering comprehensive Service and Sales Automation solutions. NebuLogic provides solutions and services using SaaS/Cloud based as well as enterprise class applications. Our definition to deployment services include but not limited to: 1) Conducting requirements discovery and analysis (RFI, RFP review and response); 2) Conducting master requirements workshops; 3) Developing Business Requirements Documents (BRD) and Technical Requirements Documents (TRD); 4) Building prototypes, mockups and pilot solutions; 5) Configuring core Customer Relationship Management (CRM) applications; 6) Enhancing and/or developing integration components; 7) Developing use cases based on client requirements; 8) Implementing data and application security requirements; 9) Conducting Quality Assurance and User Acceptance Testing (QA and UAT); 10) Developing user and administrator training guides and related documents; 11) Delivering hands-on user and administrator training; 12) Analyzing risk factors and implementing risk mitigation processes; 13) Conducting system stress testing and developing pre-production checklists; 14) Enabling successful Go Live/production rollouts; 15) Providing post-production support and maintenance services; 16) Providing hosted services and more.

To find out more about NebuLogic's Services and Products please reach us at: www.nebulogic.com

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