



# Insights for Success

**NebuLogic Success Stories**

**Service Center Operations Solution**



**Client**

Department for Family Welfare

**Industry**

Public Utilities

## Department for Family Welfare in the US Excels in Operational Effectiveness through Enhanced Implementations with Highly Operative Support

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“Great job overall- great partnership and effective problem solving if issues or changes arise, User adoption rate is generally 100%.”

- **Project Manager (Client)**
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Our service center automation solution has been implemented for Department for Commonwealth Welfare in the US that provides social services programs, such as the rehabilitation of the disabled, child welfare, services to the blind, public assistance programs, and the food stamp program.

### 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
- Seamless Integration of CRM data to external CTI and IVR applications
- Secure and automated data updates to and from external data sources

- Service request creation from multiple channels
- Automated case escalations to state workers
- Advanced reporting (dashboards and analytics)
- Ease of enhancements, maintenance and support

#### **Results**


- Processing 21,000 calls per day through IVR
- 8,500 calls per day processed by agents
- Less than 3 seconds screen pop and detailed auditing
- 24/7/365 support and maintenance

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## 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](http://www.nebulogic.com)

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