ConnectPathCX

District of Columbia's government

ConnecPath enhance customer, agent and supervisor experience.

The Challenge

While Amazon Connect provides the tools to build your own CCP, DC.Gov did not have the skillsets in-house nor the time to develop and maintain a functional UI. They approached the ConnectPath team to deploy ConnectPath CX to add a wide range of features to drive customer, agent and supervisor experience. DC.Gov also required additional omnichannel features and mobile support to continue adoption of their ever-growing range of services. .

The Solution

The customer deployed Amazon Connect initially and realized they still required some additional features and custom functionality. ConnectPath was deployed within minutes leveraging DC.gov's existing Amazon Connect instance. Once ConnectPath was deployed DC.gov was able to provide the call control for the agents and the supervisor visibility required to better manage their contact center. Because ConnectPath managed the call control on Amazon Connect, the team was able to customize how a call flow was handled if an agent misses a call whether that be a forced release or placing the agent back into a ready state. These types of custom activities can't be done directly in Amazon Connect and ConnectPath solves these use cases.

Benefits

ConnectPath's streamlined deployment instantly extended their amazon connect platform into a true omni-channel contact center solution. This provided an open platform for future features, insights and the ever-growing list of communication channels to be added without increasing their operational workloads. Dashboards on both the agent and supervisor desktops gave DC.gov a real-time "live-look" to see all the interactions queued, this enabled the business to adjust to the volume and make the best use of their agent resources.

Technologies Leveraged:

Amazon Connect • Contact Lens • ConnectPath CX • Custom development

Distric of Columbia's Government

- District of Columbia's government is the official web portal for the District of Columbia's government information and services. Launched in 1999, the award-winning web portal has grown to include over 100 websites for District agencies and topics ranging from sustainability to being an age friendly city to the quadrennial Presidential Inauguration.

"The ConnectPath team are Contact Center experts. They know the importance of collaboration in a Contact Center and have made it incredibly easy for the entire Contact Center team to communicate with each other and collaborate via chat or voice without the need for external UC collaboration tools such as Teams or Slack. All communication needs are covered in the ConnectPath UI."

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ConnectPath

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