

# Prince William County deploys Amazon Connect and ConnectPath CX



## The Challenge

The functions of the Tax Administration are critical components of collecting, recognizing, and managing revenue in local governments. The Tax Administration Division at the county level is in charge of enrolling and accessing tangible personal property for individuals and businesses, as well as billing and collecting current and delinquent real and tangible personal property taxes and licenses, among other things. The Taxpayer Services Team, which needed a solution to better track KPIs and taxpayer contacts, answers taxpayer questions. They were looking for a low-cost, easy-to-implement contact center solution.

## The Solution

Prince William County implemented the ConnectPath and Amazon Connect solution, and as their needs expanded beyond a single team, they continued to expand the platform to include additional divisions. The solution implemented included custom integration and features developed in the ConnectPath platform specifically for the use case of Prince William County.

## Benefits

ConnectPath provides a single, intuitive interface to agents, contact center supervisors, system administrators, and back-office employees across multiple divisional teams, and has streamlined operational processes such as real-time contact monitoring and reporting on their effectiveness in providing citizen services. We were able to provide context around technical challenges they encountered using our cross-customer insights, reducing time to resolution. Finally, as the division's needs changed over time, ConnectPath was able to support them by responding to specific feature requests and proactively releasing features aligned with local government needs. The solution also enabled the customer to make better use of the entire Amazon Web Services eco-system in order to better serve their customers.

## Technologies Leveraged

Amazon Connect • Amazon Lambda • ConnectPath CX • Amazon S3  
Custom Integrations • Amazon DynamoDB • Custom Feature Development



## Prince William County

- **Prince William County** is located on the Potomac River in the U.S. state of Virginia. As of the 2020 census, the population sits at 482,204 making it Virginia's second-most populous county. Its county seat is the independent city of Manassas.

A part of Northern Virginia, Prince William County is part of the Washington metropolitan area. In 2019 it had the 20th-highest income of any county in the United States.

## Customer's Voice

- **Brian Coy:** "Prince William County has exclusively used **ConnectPath CX** as our AWS Connect UI for well over a year. We currently have a dozen **AWS Connect** contact centers integrated to ConnectPath. The support that CloudHesive provides is world class. They are always engaged and work every trouble ticket to completion, no matter how trivial. As an example of their level of commitment to their customers, we experienced a speech path issue they helped isolate and identify as an AWS issue. Even after determining the issue was not introduced by their product, they continued to stay engaged and provide guidance that ultimately helped to resolve the issue. The developers of ConnectPath are fantastic to work with and open to suggestions for product enhancement. They truly care about delivering a product that exceeds customer expectations."



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