SUCCESS STORY | SCREENING

A public authority in Massachusetts builds self-service IVR for COVID-19 screening of employees

To ensure a safe and healthy work environment

About the client

The client is a public authority that provides wholesale drinking water and sewer services to certain municipalities and industrial users in the state, primarily in the Boston area. The client owns and operates the collection, treatment, distribution, and storage facilities that supply drinking water to forty municipalities in the metropolitan Boston area.

Requirement

At the height of the COVID-19 pandemic, the client urgently wanted an efficient self-service IVR system for employees to facilitate daily check-in and COVID-19 screening. The IVR was required to verify employee identity using the client API and ask four questions about COVID-19 symptoms, based on which access to the offices is granted to the workers. The IVR system was also required to log this information in the client's system for further reporting.

Solution

Servion worked with the client's IT and business unit stakeholders to understand the needs and customized the Cisco Webex Contact Center solution to implement the IVR system. Servion completed this cloud IVR system implementation in three weeks.

The solution included the following features:

- Cisco Webex Contact Center used the Application Programming Interface (API) provided by the client

- Two APIs were used - one to verify employee identification and another to confirm if an employee was permitted to report to work

- The client's internal applications query the information for reports to its Human Resources

- The client has two premium licenses to access the contact center portal and to run reports

- Servion also provides managed services support to cover periodic changes to this IVR systemmonthly agile releases

Business outcome

The solution brought about several tangible benefits to the client:

- Enabled easy daily self-check-in for employees during the pandemic

- Provisioned a quick and effective solution for COVID-19 screening for all personnel

- Reports on how many employees checked in and how many were eligible to work

- Safe work environment and health protection for co-workers

The Servion difference

Our sustained focus on CX technologies and over two decades of experience delivering advanced customer service solutions let us tackle the most demanding projects, deliver the value you expect, and maximize the return on your technology investments. Our difference is built on five pillars.

- Deep expertise implementing and managing contact center technologies

- Broad experience across all the categories of the CX stack

- Impeccable delivery track record with an Industry-leading Net Promoter Score (NPS) ofover 85

- Vendor-neutral consultative approach

- Ability to combine packaged applications assembly and tailored software development

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