



engage

Contact center solutions designed to serve citizens how and when they need it most

MODERNIZE YOUR LEGACY CONTACT CENTER TO IMPROVE THE CUSTOMER EXPERIENCE AND OPERATIONAL EFFICIENCY

If your government agency is striving to meet increased demand amidst evolving citizen expectations — while grappling with skilled worker shortages and using legacy contact center technology — modernizing your contact center operation is critical to continue moving your mission-critical work forward in the most optimal way.

Curating a solution that works for you and your citizens

Every agency has different goals and priorities, a patchwork of existing systems, workflows, and limited staff and operational capacity. That’s why it is critical that the contact center solution that is created to help an agency manage and serve its customers is customized to account for the unique set of circumstances specific to each agency.

For over 26 years, eWorld has been curating solutions designed to help government agencies simplify serving citizens. Depending on your agency’s unique situation, our team of customer experience and technology experts will work with you to curate a customized contact center solution that leverages the latest and best suited technology to help you amplify the customer experience and achieve outcomes that matter most.



Contact us today and let’s begin curating a contact center solution that will help you and your team simplify serving citizens and engage with them when they need it most.

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Efficient, Citizen-Centric, Cloud-Ready

Guided by the customer's journey to ensure a seamless experience, our modernized Contact Center as a Service (CCaaS) solutions, which are built on the cloud and offer great scalability, flexibility and cost-effectiveness, allow you to:

Improve customer experience

Resolve customer inquiries quickly and in the most optimal way

Navigate evolving customer expectations

Offer convenient, personalized and seamless service across various digital channels to meet customers when and where they want to be met

Enhance worker efficiency by offering AI-powered self-service functionality

Offer virtual agents to support customer self-service, freeing up contact center workers so they can focus on customers with more complex cases

Meet changing demand

Adapt to changing customer demand and operational needs with a cloud-based solution

Make data-informed decisions

Provide real-time analytics to improve customer experience and guide operational performance

Automate preferred service delivery model

Support optimal workflows with technology to reduce operational friction and serve customers more quickly



engage to achieve outcomes that matter most



Increase
access



Increase
timeliness



Increase
customer
satisfaction



Increase
operational
efficiency and
productivity



Increase
agent
satisfaction



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