



# CUSTOMER STORY

## A student funding program looked to Compucom to innovate its customer experience.

### Solution: Amazon Connect

#### Challenge

Our customer, a large government agency, had a student funding program that wanted to redesign its Interactive Voice Response (IVR) to better support and inform applicants of the loan and grant program. They also wanted to automate disposition codes to improve analytics and enable continuous improvement.

#### Action

Since we already had a multi-tenant environment setup, we could quickly respond.

Our project managers gathered business and technical requirements, creating a project plan and work streams to deliver a robust, cloud-based contact center. We used our Rapid Development Framework (RDF) to facilitate the queue redesign, which helped us rapidly develop the IVR and queue applications on Amazon Connect. Our development efforts met the “defect-free” objectives, allowing the customer to pivot to acceptance testing immediately.

#### Results

Our customer was able to improve their customers' experience dramatically. Compucom's RDF helped deliver a transformed IVR and queue application with new automation capabilities within a tight timeframe. We helped lay the foundation for their successful customer service innovation journey while we continued to provide excellent support, enhanced reliability, and cost savings.



**Connecting people, technology, and the edge with a seamless experience.**