

OKDHS ADULT + FAMILY SERVICES CONTACT CENTER HIGHLIGHTS

LOWERED ABANDON CALL RATES TO 5-8%



The lower rate meets industry standard performance and means improved customer service for Oklahomans



INCREASED SECURITY

FedRAMP compliance meets requirements needed for data collection.



OPTIMIZED RESILIENCY

Ability to advance to latest technology to meet the customer where they are at.



IMPROVED FLEXIBILITY

Ability to scale up or down based on customer size and agency program changes.