The Next-Generation of Citizen Service

Citizens have the same expectations for government service that they have for leading companies in the commercial sector. To meet these expectations, agencies can no longer be bound by the limitations of outdated, rudimentary technology that restricts, limits and frustrates citizens. With the MAXIMUS Intelligent Assistant powered by Interactions (“Intelligent Assistant”), agencies are transforming the way they communicate with citizens.

With a unique blend of human and artificial intelligence, the Intelligent Assistant provides the combination of conversational of speech and natural language technology to offer citizens the flexibility to communicate with federal agencies in a natural way. Citizens have a normal conversation with the Intelligent Assistant allowing them to complete requests that would otherwise need to be performed by a live agent, freeing agents for more complex requests. This leads to more efficient use of human capital and more optimized productivity of citizen engagement centers. The Intelligent Assistant gives federal agencies the ability to provide a seamless citizen experience while optimizing productivity and lowering costs.

SUCCESS IN ACTION

When a national insurance provider needed a cost-effective, consumer-friendly Medicare enrollment solution, they turned to the Intelligent Assistant. It delivered a fully conversational solution that enabled participants to complete an application, provided support with answering Medicare program questions, and achieved Centers for Medicare & Medicaid Services compliance. With the Intelligent Assistant, 70% of callers completed enrollment without the need for a live agent, resulting in a 30% savings and increasing call capacity by 500,000 within 45 days of deployment.
The partnering of MAXIMUS Federal and Interactions brings together two companies with deep expertise in providing modern solutions for delivering enhanced and efficient customer service. MAXIMUS has supported government agencies with providing citizen services for more than 40 years, and Interactions has more than a decade of providing next-generation contact center technology that increases performance and efficiency. We both share a commitment to transforming the way agencies provide customer support to citizens.

MAXIMUS FEDERAL AND INTERACTIONS: TRANSFORMING CITIZEN SERVICE

MAXIMUS Federal is entirely focused on Helping Government Serve the People®. For decades, we have helped federal agencies run large, complex programs by leveraging the right people, process and technology to deliver a full life cycle of services for mission success. MAXIMUS Federal delivers a wide range of business operations services and technology solutions to meet evolving citizen and agency requirements, ensuring outcomes and results that connect citizens more effectively with government services.

MAXIMUS FEDERAL
Visit: maximus.com/federal/intelligent-assistant

The Intelligent Assistant leverages government contact center expertise with an intuitive connection between people, technology, and processes. This blend of efficiency and focus on the citizen results in a consistent experience and distribution of information that is unparalleled in the government space today. It delivers the capability to:

IMPROVE THE CITIZEN JOURNEY™

- Customized experience that adjusts to callers’ needs, rather than forcing them through a rigid process
- Consistent information and experience
- Less frustration with long hold times or misdirected requests
- Expanded service hours for citizens’ convenience
- Insights gleaned from analyzing caller intents to better adjust content
- Ability to identify speaking language

MAXIMIZE CAPITAL RESOURCES

- Ability to provide 24/7 service without a fully staffed contact center
- Automation that increases the productivity of agents, reducing the need for more hiring or overtime
- Automated ability to gather and validate complex data, such as email addresses and mailing addresses
- Significant cost savings from automating repetitive and transactional requests

REDUCE RISK

- Adaptive understanding and multiple recognition resources for near 100% accuracy on day one
- Better citizen experience that translates to less scrutiny from press and oversight organizations
- Better ability to handle surge events for more predictable cost management
- Information and data security
- Contracting with well-established, trusted partners with proven track records

PROVIDE FLEXIBILITY

- Scalable solution to handle volume spikes easily
- Customization of business rules and dialogue
- Continuous learning and improvement that leads to increased accuracy by the Intelligent Assistant
- Integration with multiple databases and legacy systems

ENABLE MORE EFFICIENT USE OF HUMAN CAPITAL

- Repetitive and transactional issues no longer require agent assistance
- Less time spent handling misrouted and authenticating callers
- More focused and helpful agents to use as needed
- Freed-up agents to handle more strategic citizen issues
- Higher job satisfaction among agents