



# Case Study: How BSDE Modernized The City of Wilmington's Communication Center

A powerful, long-term solution built on advanced tech and data-driven insights.

Industry: **Government**

Services: **Contact Center**

Call Type: **General & Payment Processing**

## Under 3%

Drastically reduced call abandonment rates.

## 1-2 Weeks

of advanced pre-launch agent training with each new program rollout.

## 100%

of calls are currently being outsourced to BSDE.



*Thank you all. I can't think of a better team to be at the front line when people are calling in for help on weeks like this.*

*- Heather, City of Wilmington*

## Lowered Costs

by staffing more agents at peak hours and fewer at non-peak hours, resulting in cost savings.



## Tech & Tools

Cloud-based TCN system for call analytics

Call-back feature after 30 seconds on hold

Audio/video recordings for legal support

Custom weekly & quarterly reports

## Service & Support

Call data analysis

After-hours calls handled via IVR

CRM call tickets

Spanish-language support provided

## Outcomes

Freed city staff from call handling

Improved resident satisfaction & public trust

Legal team impressed with BSDE support

Ongoing support for CRM & billing systems upgrades

**Ready to modernize your city's call system?**

**Contact Sales Today**



(302) 898-1725

<https://bsdenterprises.org>