



# 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.



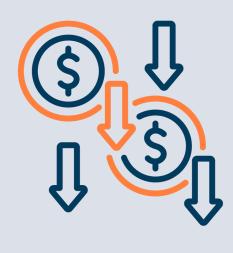
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Thank you all. I can't think of a better team to be at the front line when people are calling in for help on weeks like this.

- 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 & billiing systems upgrades

Ready to modernize your city's call system?

**Contact Sales Today** 





(302) 898-1725 https://bsdenterprises.org