

# Public Sector Case Study



State IT Dept needed comprehensive audit reporting on employee-constituent interactions

# With ISI Analytics Dashboards & Reporting:

- Gained call center-like insights at a fraction of the traditional cost



## Queue Dashboard ★

Sales US

### Queues

**Accounts Payable**  
60% Service Level 15 Total Calls

**Sales US**  
65% Service Level 23 Total Calls

**Support**  
61% Service Level 18 Total Calls

65% Service Level

23 Total Calls

15 Answered Calls

8 Missed Calls

00:00:21 Average Queue Time

00:00:25 Average Talk Time

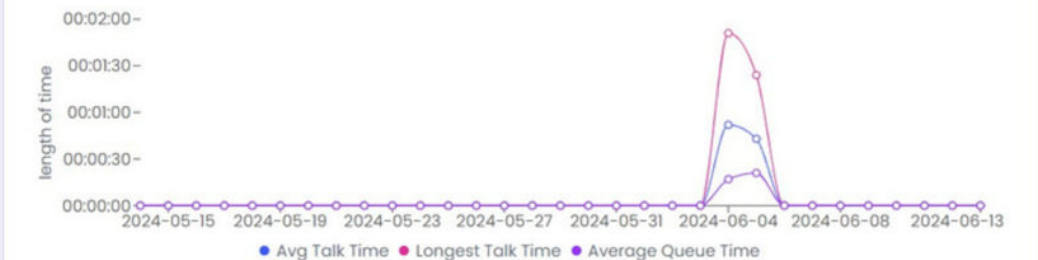
### Agents

Name ↑	Pres Calls	Answered Calls	Unans Calls	Avg Talk Time	Max Talk Time
Isaac Al-tarairih	27	15	12	00:00:25	00:01:02
Mitch Weiss	3	0	3	00:00:00	00:00:00

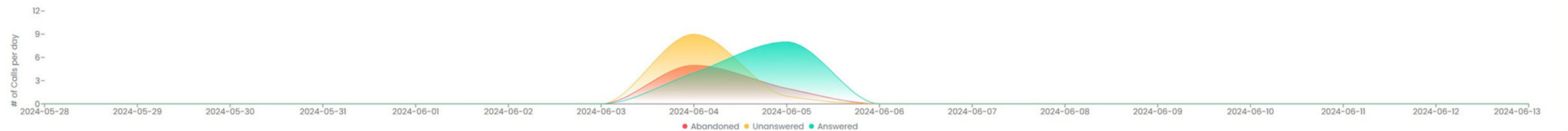
### Call Handling Today



### Last 7 Days Queue Time



### Last 7 Days Call Handling



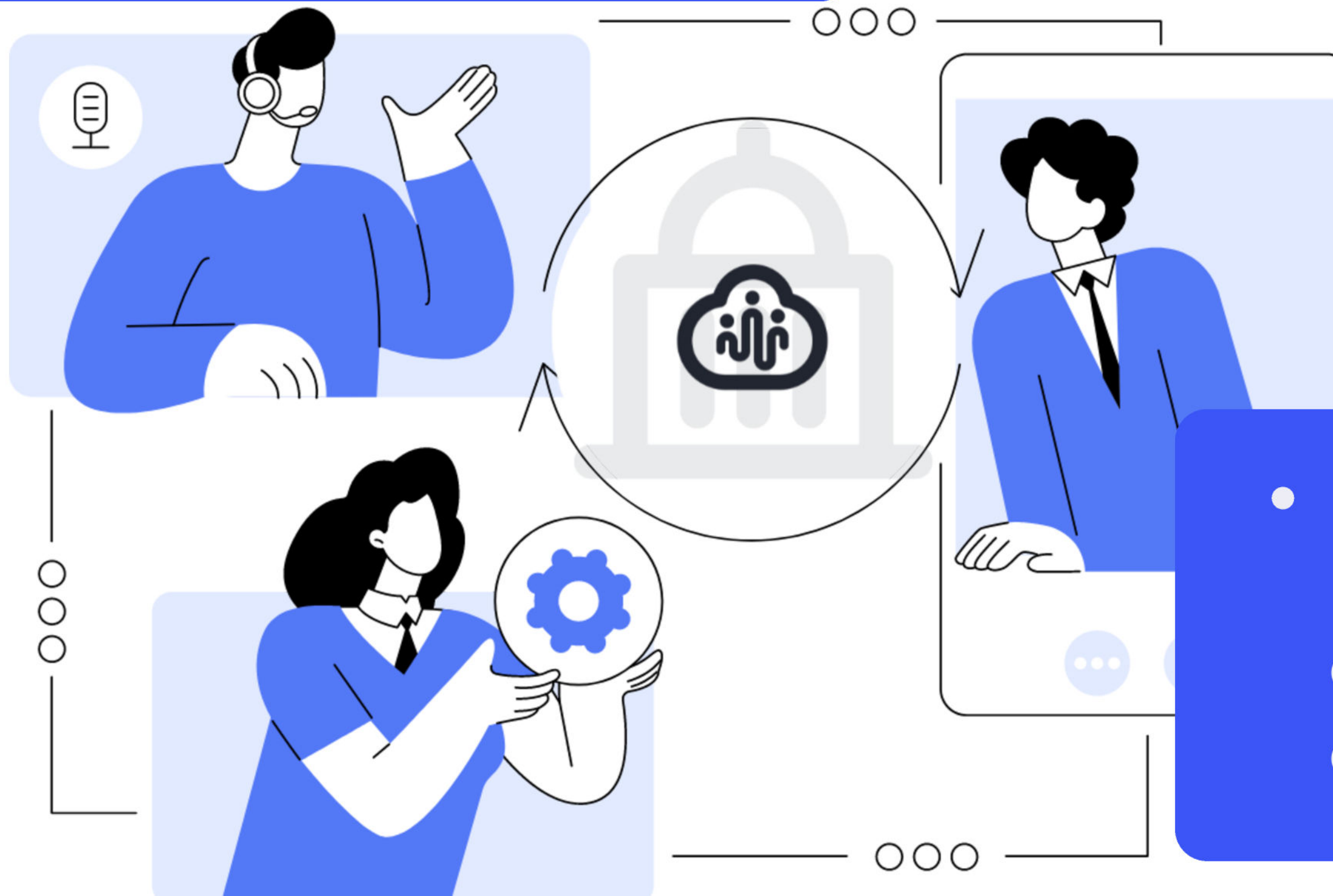
- Gained a unified analytics platform covering calling activities across hundreds of agencies



- Enabled teams to enhance their existing ServiceNow investments

# ISI

## ANALYTICS



- Freed up state IT resources by taking over report creation and management