

## Appian for Public Sector CONTACT CENTER AUTOMATION

- Deliver constituent services transparently across all channels
- Automate and streamline work for faster processing times
- Gain a single, contextualized view of the constituent
- Increase first call resolution and improve handling of complex case management

Managing and operating a contact center requires a constant balancing act of quality, speed, and cost in order to deliver constituent satisfaction. In a world of constrained resources and evolving constituent expectations, this is difficult to accomplish. What if, in today's environment, it were possible to not merely meet the expectations of today's citizens, but actually exceed them?

It is possible – but it requires a new approach to contact center automation.

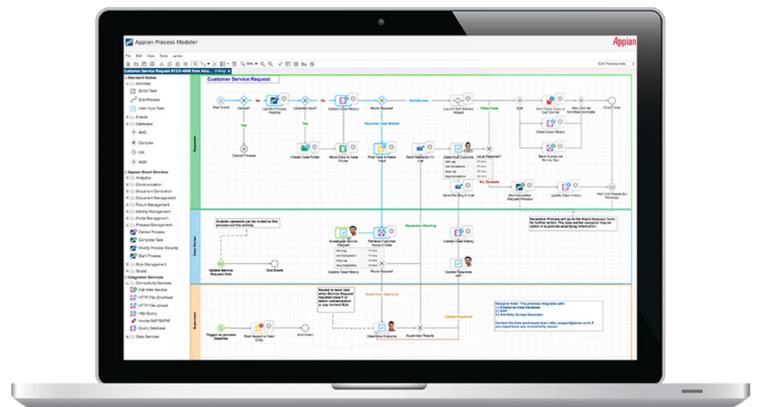
Keeping pace with modern expectations is an ongoing process, not a destination. It is possible enable contact center professionals to delight citizens with every interaction if the IT infrastructure that supports those reps is fast and flexible enough to support real business agility.

With Appian, organizations get a single, integrated solution for the contact center that includes omni-channel engagement, intelligent automation of business processes, unified enterprise data, artificial intelligence driven recommendations, and robotic process automation. All of it comes on a proven, secure, and scalable cloud platform. The result is contact center experiences that delight constituents, today and into the future. Is your agency ready to exceed citizen expectations?

### MEET THE CHALLENGE

With Appian, exceptional customer service is a reality. Powered by customer case management and intelligent automation, Appian enables public sector agencies to improve citizen engagement and contact center excellence through:

- A personalized customer experience that allows you to redefine the citizen experience from start to finish.
- Seamless omni-channel engagement across an ever-broadening scope of communication channels.
- A unified view of the customer integrated with artificial intelligence (AI), machine learning (ML), and robotic process automation (RPA).



## Contact Center Automation

### FOCUS

Deliver optimal citizen experiences with intelligent automation of the contact center that allows you to:

- Deliver a consistent and personalized experience, across all channels
- Empower agents to deliver fast and contextual resolutions
- Improve first call resolution (FCR) and customer satisfaction scores

### TAKE CONTROL

Appian provides a one-stop shop for creating robust Constituent Services solutions for:

- Contact Center Automation
- Self Service Solutions
- Eligibility and Enrollment
- Grants Management
- Constituent Case Management
- Claims Processing
- Correspondence Management and Tasking
- Service Desk

### PREPARE FOR THE FUTURE

It takes speed and power to deliver transformational public sector solutions. The Appian application platform provides both.

Transform critical, public sector services with an application platform that delivers high-speed, cost-effective IT modernization that fits your specific organizational demands.

With Appian, your agency can harness the power of a unified, low-code platform on premises or in the cloud to manage complex processes, end-to-end, without limitations.

### LEADING ORGANIZATIONS TRUST APPIAN:



## Appian

Appian provides a leading low-code software development platform that enables organizations to rapidly develop powerful and unique applications. The applications created on Appian's platform help companies drive digital transformation and enables competitive differentiation.

For more information, visit [www.appian.com](http://www.appian.com)