# State Human Services Agency

Goals

- Give every citizen a voice, even if they do not have a personal smartphone
- Put a system in place to measure citizen satisfaction for in-person contact with their agents

NiCE Solutions

- NiCE CXone platform
- Feedback Management

  Installing a kiosk station within their premises for citizens to complete an in-person post-contact survey within their premises right after their interaction.

Why CXone Feedback Management?

- **Quick & Seamless**
  Quick response to customer need with an easy solution
- **Flexible**
  No need for costly new developments
- **Frictionless**
  Providing frictionless experience for citizens with a FedRAMP compliant solution
- **All-in-one solution**
  All data from IVR and in-person surveys in one place with CXone
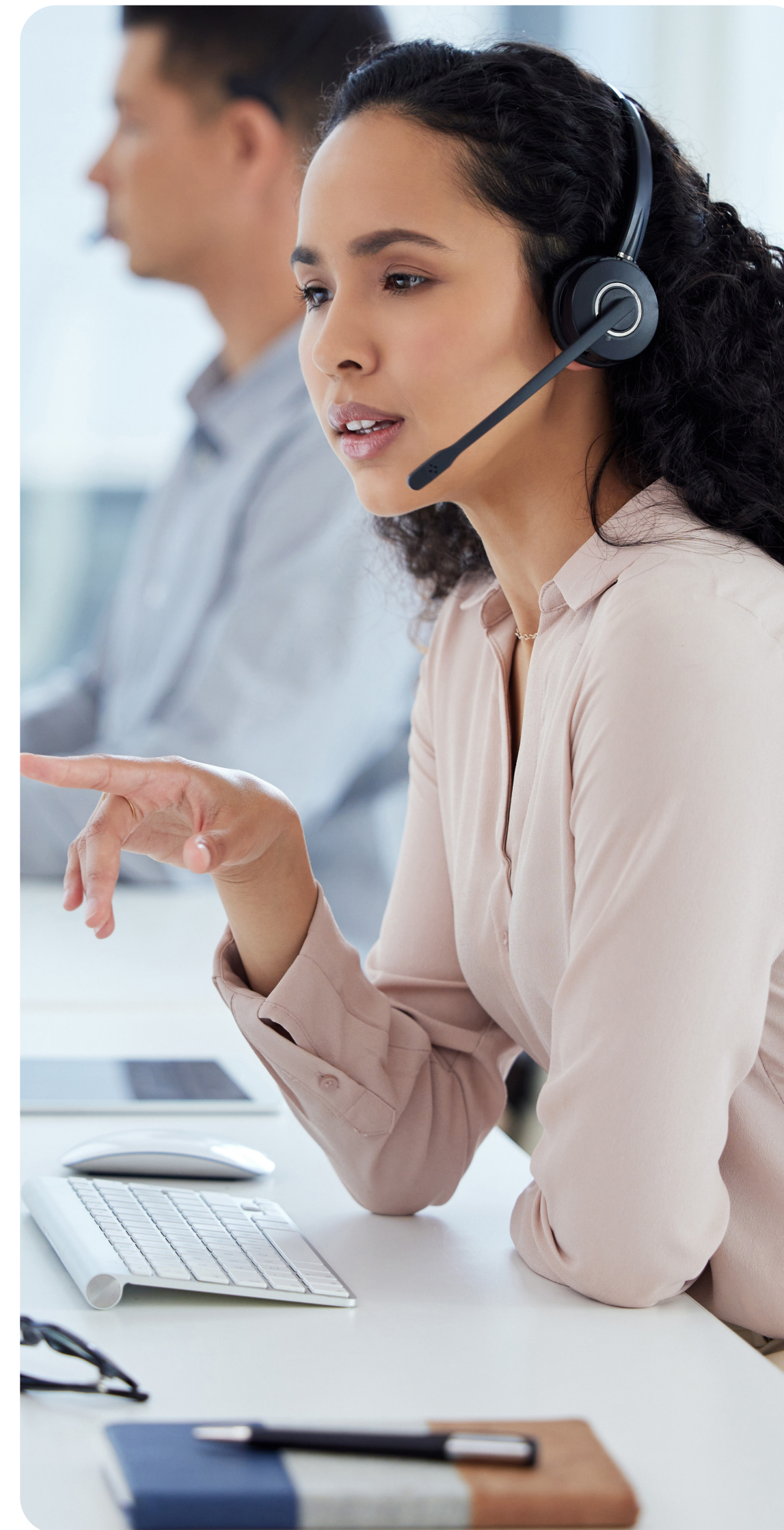
Serves over 3.9 million citizens providing support for Medicaid applications and services, assistance for needy families, food benefits, lowincome energy assistance, development and disability services, elderly care, and more.

NiCE