

## FEDRAMP CASE STUDY:

# 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



## SOLUTION

- **NICE CXone 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, low-income energy assistance, development and disability services, elderly care, and more.*

***CXone Feedback Management***