Case Study
Genesys Cloud

Efficiency & Effectiveness:
How The City of Winter Park Increased Productivity with Genesys Cloud

The City of Winter Park is a vibrant community in Central Florida with a growing population. The city's Utilities Department was tasked with managing numerous customer interactions, including service requests, billing inquiries, and emergencies. The need for streamlined communication and efficient customer service was imperative for continued success as the population continued to increase. Operating on Cisco's Unified Communications Manager (CUCM) with no standard process or call center, was proving to be an outdated & unreliable tool for the City of Winter Park. That's when they turned to Powernet to help.

The City of Winter Park faced the challenge of efficiently managing and enhancing their communication systems. To address this, Powernet, a leading technology solutions provider & CLEC, partnered with the city to design, implement, and support a Genesys-powered contact center solution. After reviewing the city's current challenges and future goals, Powernet recommended Genesys Cloud CX2 licenses for the city's Utilities department, giving them access to support their residents through a multi-channel approach including, voice, email, sms, chat & more!

After Powernet Engineers implemented Genesys Cloud for the utilities billing department, the city saw a 50% increase in productivity. Seeing this success, they quickly expanded the system to include their Permits department. In addition

Challenge
- The City of Winter Park Utilities Department struggled with managing a high volume of calls and inquiries, leading to a poor customer experience.
- Lack of comprehensive reporting & metrics made it challenging for the city to make data-driven decisions

Solution
- Genesys Cloud CX2
- Ongoing support & maintenance from Powernet

Results
- Increased productivity and efficiency
- Data driven decisions to allocate resources effectively, optimize staffing levels, and refine customer service strategies.

to increased productivity, the city's Utilities department is operating more efficiently, making data driven decisions by using reporting to schedule agents for peak call periods.

As they continue to grow, The City of Winter Park, continues to make improvements to their efficiency & customer experience. They currently have Microsoft Teams implementation & integration with Genesys road-mapped for 2024, to enhance their operations, employee experience & streamline communications between call center agents and back office employees.

Powernet's partnership with the City of Winter Park and the successful implementation of the Genesys Cloud solution resulted in significant improvements across customer service, operational efficiency, and data-driven decision making. By addressing the challenges faced by the Utilities Department, the city extended the benefits of the solution to other departments, showcasing the solution's scalability and adaptability. By leveraging Genesys Cloud, Powernet has not only enhanced customer experiences but has also empowered the city to make informed decisions that positively impact its residents and employees alike.

About Powernet

Powernet enables businesses to connect internally and externally through innovative telecommunications solutions. Combining more than 31 years of telecom experience with Wi-Fi, voice, data, IT managed services and carrier services, we provide our partners and clients the unparalleled service and innovative technology they need to achieve their business goals.

About Genesys

Every year, Genesys® orchestrates billions of remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a Service®, our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement. By transforming back-office technology to a modern revenue velocity engine Genesys enables true intimacy at scale to foster customer trust and loyalty.