

DISASTER RESPONSE AND RECOVERY

CALL CENTER SOLUTIONS

RAPID DEPLOYMENT
WORK-AT-HOME
LOCAL PERSONNEL
REMOTE SUPPORT
STAFFED FACILITIES



Plexos is now standing up local call centers by hiring in-state personnel working at home to add surge capacity for unemployment and other state agency call centers.

Within 24 hours of a disaster, Plexos rapidly launches and manages full-scale call center options tailored to our clients' needs. Our flexible solutions are ready to handle high-volume surges with real-time monitoring of staffing levels to maximize resources.

We specialize in full-scale, cloud-based phone system support programs that are highly scalable and allow work-from-home metrics management. We procure staffing and complete system equipment — from phones to headsets and other critical components — so that our call centers can operate around the clock, seven days a week.

Demonstrated Experience:

State of

Plexos recently stood up a call center to assist the state of Florida with unemployment claims associated with the COVID-19 pandemic. We hired local Florida residents who were trained to field calls for the call center remotely. The call center will initially utilize 1,000 employees working from their homes via our virtual call center software solution.

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KEY CALL CENTER FEATURES:

- High-volume call capacity
- Efficient surge management
- Quick staffing ramp ups and forecasting
- 800-number design and management
- Seamless transfer from existing systems
- Real-time supervisor dashboards
- QA monitoring of calls in queue and call recording
- Daily operations reporting



State of Louisiana Unemployment Call Center Expansion

Within one week of project award, we stood up a 100-person call center to assist the state of Louisiana with unemployment claims associated with the COVID-19 pandemic. At the request of the Governor of Louisiana, we hired local Louisiana residents who we trained to field calls for the call center remotely. We established all training and quality control measures and are using an Erlang C model program to determine staffing needs and prepare to scale for increased call volume.

U.S.V.I. Emergency Home Repairs

Plexos stood up an all-encompassing, scalable call center with a cloud-based phone system featuring multiple facility/call center support and work-from-home metrics management. The call center experienced zero downtime and over 18,000 calls in the first four months. We procured complete system hardware and staffed half of the 70-person call center to operate seven days a week, 12 hours a day. The team managed inbound calls, performed outbound call campaigns and coordinated additional coverage to manage peak operations.

Deepwater Horizon Economic and Property Damage Settlement

Plexos oversaw a large outreach program with regional walk-in and telephone customer service centers. To achieve service level objectives of 100% live answer, we developed sophisticated, data-driven simulation to match resources to volume. Our 24/7/365 operation used interactive voice response and live operators. After initially performing inbound customer support, we evolved to provide inbound and outbound calling campaigns, including a 35% improvement in claims documentation.

About Plexos Group:

Plexos Group, LLC is a leading emergency response and recovery firm specializing in FEMA, HUD, and CARES act funding. Our recovery experts have extensive experience in helping distressed organizations achieve available funding through U.S. Small Business Association (SBA), Federal Emergency Management Agency (FEMA) Public Assistance, and U.S. Department of Housing and Urban Development (HUD) programs. Recognizing that the federal grant process can overwhelm even the most experienced healthcare operations team, our experts are available to supplement your staff at all phases of the COVID-19 funding process. Our leading practices ensure the application process is done right the first time and avoids mistakes that could jeopardize reimbursement of costs incurred during the disaster.

Contact Us to Learn More:

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\$40B
**Disaster
Recovery
Experience:**

\$13B
**Community Development
Block Grants for
Hurricanes Katrina & Rita**

\$12B
**Deepwater Horizon
Settlement Program**

\$12B
**Federal Emergency
Management Agency
(FEMA) Public Assistance**

\$750M
**FEMA Funding for Largest
Hazard Mitigation Grant
Program in U.S. History**

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