



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 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.

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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 Florida Department of Economic Opportunity

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. Working from their homes, our agents used virtual call center software solutions to handle approximately 500,000 calls.

State of Louisiana Unemployment Call Center Expansion

When the state of Louisiana experienced a major spike in unemployment claims associated with the COVID-19 pandemic, the Louisiana Workforce Commission turned to Plexos to help ramp up staffing and resources for its unemployment insurance hotline. Within one week of project award, we rapidly stood up a remote call center to assist Louisiana residents with new unemployment claims and technical assistance with the online claims portal. Since our April 2020 launch, our flexible and scalable solutions have helped nearly 300,000 Louisiana residents.

Montgomery Co. Health Department COVID-19 Vaccination Call Center

For the Montgomery County Health Department in Montgomery County, Pennsylvania, our dedicated call center agents receive and distribute calls Monday – Saturday using standard call scripts and routing procedures approved by the health department. Plexos provides training on the health department’s scheduling system, HIPAA, Customer Relationship Management, and standard operating processes and procedures to ensure our agents are ready to work as quickly as possible.

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:

T: 844-200-8334 | Email: plexosbd@plexosgroup.com | www.plexosgroup.com
1800 City Farm Drive, Building Four, Suite. B, Baton Rouge, LA 70806

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

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

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

\$14B
**Federal Emergency
Management Agency
(FEMA) Public Assistance**

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

