



DSS Benefits Center Improvement Update September 14, 2018



Completed

- Updated office Caller ID to “State of CT DSS”
- Dedicated resources to some isolated skillsets
- Further streamlined CCT training and development
- Customer service training
- Additional upfront IVR messaging

In Flight

- MyAccount email reminders
- MyAccount educational insert mailing
- New informational messaging while waiting in queue



- Mobile application
- IVR enhancements
- IVR Secure PIN functionality expansion
- Phone system upgrades
- Increased automation of data entry