



### The Client:

The Louisiana Office of Motor Vehicles (OMV) handles many crucial services for its residents. OMV specialists are tasked with complex duties like Driver Reinstatement, to restore driving privileges to residents whose license had been revoked or suspended. This requires a great deal of knowledge and resources that aren't always available when handling these duties in the field.

In an effort to improve services, the Louisiana OMV decided to move these services to the OMV HQ Reinstatement Call Center and began searching for a secure, scalable, and comprehensive solution that would allow residents to converse with Reinstatement Specialists via video kiosks or workstations located statewide, in field offices.

## Case Study: State of Louisiana Office of Motor Vehicles

Improve Customer Service and Efficiency  
with Specialized Video Services

### The Challenge:

In the process of searching for a video solution that could enhance and expand their existing services, the OMV struggled to find a system that met all of their feature and security needs, while also offering ease-of-use to both customers, administrators, and OMV specialists. With the ultimate goal of improving their processes and the services offered to residents, the OMV's Technology Services had the challenging task of finding a solution that met the following crucial requirements:

- Easy to deploy and manage
- Scalable for statewide deployment
- Advanced and multi-layered security features
- Ease-of-use for both end-users and OMV specialists
- Quick customization for business process and state branding





## The Solution:

Compunetix was able to address these requirements with our Video Call Center (VCC) application for a secure WebRTC video connection and dynamic features like call transferring and real-time call management and monitoring. As an added layer of security and simplified management, the solution is deployed on-premises. Now implemented statewide, VCC uses its video call transferring capabilities to connect customers at OMV offices with the right remote specialist.

When a customer comes to their local OMV field office to reinstate their license, they are directed to a video kiosk where they will watch a short video until a representative is available. At the HQ Call Center, the OMV specialist sees from their ticketing system that a customer is available and initiates a video call via VCC, where they are instantly connected to the waiting customer.

Through the workstation, the customer will share proper identification, which will be captured with VCC's video snapshot feature, then continue with the reinstatement process. Within the VCC interface, OMV specialists can take notes, share their screen to provide settings or billing assistance, and even escalate and transfer the call to a supervisor, as needed.

To maintain quality of service, supervisors can silently monitor live interactions with customers without being visible to any party. Call reporting capabilities are also available to collect detailed call information and logs upon completion of their session.

## The Results:

The State of Louisiana's OMV plans to expand this next generation of video service for remote driver's license reinstatement to other OMV offices across the state. By adding video accessibility to other specialized services customers will be able to connect with State agents not just from OMV kiosks or workstations but also from home, using their PC and mobile devices to connect with the remote staff.

Providing specialized support through VCC and reducing wait times for the many complex services they provide, the Louisiana State Government is embracing an excellent opportunity to increase their overall efficiency and reach as well as customer satisfaction is enormous.