



NEW YORK STATE DMV

RightNow Solution

Service: web self-service, email management

Industry

Government (Local / State)

Customer Since

2001

Additional Information

- Every day up to 4,000 people use the knowledge base to find information; less than 65 submit an email
- 130 agents

The Company

The State of New York State Department of Motor Vehicles (NYDMV) supports New York State's 11 million motorists with a complete range of services including driver licensing and vehicle registration.

Situation

Government agencies like the NYDMV are challenged to deliver essential services to large numbers of constituents and businesses with limited resources. These agencies therefore have to optimize the resource-efficiency with which they deliver their mandated services. And do so across all communication channels—especially the web, which continues to grow as the channel-of-choice for many constituents.

Goals

- Provide 24/7 web self-service to the state's citizens and businesses
- Reduce costs by reducing phone, email, and in-office workloads
- Optimize use of online transaction processing systems

Achievements

- 97% self-service success rate
- 75% decrease in email workloads
- Reduced phone calls and office visits
- Faster responses to customers requiring personal attention
- Consistent, accurate answers provided across all communication channels

The agency has significantly exceeded its original efficiency goals and is now delivering superlative service via phone, email, and the web. In fact, NYDMV now answers 97 percent of knowledge base users' questions automatically via web self-service—and, as a result, has reduced email workloads by 75 percent. Phone and in-office workloads have also been reduced. In addition to enabling the agency to serve more motorists at less cost, these volume reductions allow agency staff to devote more time to situations that truly require their personal attention.

FOR COMPLETE CASE STUDY, PLEASE VISIT

www.rightnow.com/customers-state-of-new-york-department-of-motor-vehicles.php

“ If we hadn't implemented RightNow, I have no idea how we would ever be able to handle the kind of email volume we'd be generating. It's simply an indispensable tool for a high-volume site like ours. ”

—George Filieau, NYDMV internet customer relations manager