

# Drive Federal Modernization with Insightful & Actionable CX

## About SuccessKPI

SuccessKPI is purpose-built to drive Federal Cloud Contact Center Modernization. Security is foundational to the AI-powered insight and action platform, designed to mitigate risk and exceed compliance standards while ensuring great experiences for citizens and government employees.

## Core Competencies

Leverage AI to modernize the contact center for better results. Unify data across sources, discover new insights, augment existing resources, and enable real-time action with the only all-in-one modern citizen experience platform built within a zero trust, security-rich, agile framework.



Conversation Analytics



Speech & Text Analytics



Automated Quality Management



Secure AI



Scalable, Agile Framework

## Security & Compliance

3rd Party Certified Compliance & Security Certifications



ACCREDITED Management Systems Certification Body NICE-119



## Past Performance

- Digital Transformation & Contact Center Modernization
- Rapid Deployment for Mission Success
- Facility Management & Security Modernization
- Full Citizen Journey Visibility
- Cross-Platform & Cross-Channel Daily Updates
- Speech & Sentiment Analytics · Quality Management with Process Support
- AI-Powered Tool Combining Sentiment, Survey, and Third-Party Data
- Audit-Ready Tracking of Time and Hours
- 360-degree view of core business processes (COVID-19 test kit distribution)
- Emergency Management Support of Critical Issues

## Featured Clients

- Centers for Disease Control (CDC)
- Maximus Federal
- Veterans Evaluation Services (VES)
- Federal Emergency Management Agency (FEMA)
- Department of Education (DoED)
- Department of State (DoS)