



# CONTACT CENTER SOLUTIONS CENTER OF EXCELLENCE

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CSC's Centers of Excellence help clients explore state-of-the-art solutions with minimum up-front investment, leveraging CSC's top talent to maximize innovation and results. Each center has a designated facility and staff who demonstrate and deliver solutions and evaluate products, methodologies and concepts.

## BECAUSE HOW WE WORK IS AS IMPORTANT AS WHAT WE DO

Public sector organizations can significantly increase customer satisfaction with efficient multichannel customer contact centers. Connecting customers via phone, e-mail, interactive voice response (IVR), portals and instant messaging or Web chat allows organizations to deliver information customers need, when they need it, using any channel they select. With today's enhanced communication options, customers expect a higher level of service. As a result, more organizations are seeking a cost-effective, user-friendly and consistent solution for customers and stakeholders.

The Contact Center Solutions Center of Excellence (CoE) provides turn-key and customizable customer service experience and contact center solutions. This innovative customer service approach helps build customer loyalty by providing customized, responsive customer service while delivering integrated, world-class service in real time.

CSC plays an influential role in the strategic planning, design, development, implementation, day-to-day management and technical operations of contact center solutions for the U.S. federal government. The CoE provides a one-stop solution. We also provide a standardized methodology and approach for performance management techniques that result in high-quality contact center operations, where customer satisfaction and quality go up while costs go down.

## CAPABILITIES

- CSC's CoE helps clients explore state-of-the-art solutions with minimum up-front investment, leveraging CSC's top talent to maximize innovation and results
- Turnkey contact center solutions deliver world-class customer service for public sector clients
- Responsive, scalable, flexible, and fully integrated approach delivers customer service through multiple delivery channels
- Over 1,100 Customer Service Representatives (CSRs) at five regional contact center locations - operations run 24x7 and handle more than 14 million calls a year
- State-of-the-art technology integration - Siebel CRM and Avaya Telecommunications and Workforce Optimization



## **CAPABILITIES (Continued)**

- Dynamic staff ramp-up planning for unexpected call volume surge, including a home-based solution
- Design and deployment of self-serve and transaction completion capabilities via IVR systems, Web portals and Web chat
- QualityFirst Program - creates, measures and maintains high customer satisfaction levels
- Training Excellence Program - delivers knowledgeable personnel trained to carry out clients' missions and objectives through classroom and Web-based and e-learning coursework
- Knowledge Management Lifecycle Program - efficiently provides CSRs with accurate and consistent content required for customer inquiries