



# EXCELLENCE

## CONTACT CENTER SOLUTIONS CENTER OF EXCELLENCE



**We deliver contact center solutions by providing quality service and value through our people, performance, partnerships and perseverance.**

### USA Locations

*Barbourville, Kentucky  
Chantilly, Virginia  
Fort Worth, Texas  
Wheeling, West Virginia*

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### Recruiting

With more than a decade of experience in identifying, recruiting, hiring, training and retaining contact center staff, Contact Center Solutions places a particular emphasis on the hiring process. A dedicated HR team at each contact center site manages staffing, beginning with a job analysis to identify the skills and experience required for each position. A variety of sources are used to identify potential applicants — who are then pre-screened and tested. Computer-based skill set tests are used to assess typing ability, retention and spelling as well as the applicants' suitability for the contact center environment. Additionally, applicants are interviewed in person using behavior-based interviewing techniques to further assess verbal communication skills and job requirements.

### Staffing and Scheduling

Based on the scheduling data derived from our workforce management software, contact center staff is scheduled to meet forecasted demand and associated service level and occupancy rates. Operations managers can pull historical volumes and call arrival patterns in conjunction with service level targets to determine necessary staffing levels. Operations staff then uses this information to schedule available resources. Workforce management software can also be updated with adjusted volumes based on any known or anticipated events that may significantly change volumes or staffing levels.

### Forecasting

The key to meeting required service level targets begins with accurate forecasting and planning. Using leading industry workforce management tools, we continuously analyze actual workflow, expected work, and historical records to anticipate staffing requirements for each of our contracts and drive real-time workforce adjustments. For each of our programs, work volumes will vary due to several factors, including the time of year or programmatic, system, or procedural changes. Operations management meets regularly with program management and HR staff to review forecasts and discuss anticipated hiring and recruiting needs. This type of planning ensures that a pool of qualified applicants are available when needed.

### Operations Management

Contact centers require a high quality supervisory team to support the Customer Service Representative (CSR) staff. Supervisors provide a continual development process through monitoring and feedback. Additionally, supervisors provide weekly coaching sessions using a discussion log as the basis for training. The log provides a summary of performance factors such as call quality, attendance and schedule adherence. Supervisors also work to provide a positive environment for the CSRs by celebrating successes and recognizing significant accomplishments. In addition, monthly incentives are used to reward individual employees for excellent performance. CSRs who maintain good attendance records are also rewarded as part of an employee incentive program that rewards teams for achieving program goals.

We are not tied to a specific management framework for quality customer service delivery. We have a highly successful management approach that combines the best program management elements of ITIL, ISO 9001, and the Customer Operations Performance Center (COPC) to meet and exceed performance objectives and continually align our service with customer objectives.

### Customer Operations Standards

Contact Center Solutions adheres to the rigorous guidelines established by COPC-2000 CSP Standard. The COPC framework ensures the utmost performance in contact center environments, offers a set of comprehensive operation performance standards for processes and procedures and operational requirements in critical functional areas. COPC also provides 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.

By operating under the strict guidelines of the COPC, clients are assured that Contact Center Solutions provides the most cost-effective and highest quality services available in the industry today.

### IT Infrastructure Library

Our contact center model is most closely aligned with two key ITIL functional areas — service support and service delivery. Service support is a framework for operating a service desk (or contact center) and service delivery, is comprised of management areas where specific measurements are used to validate service, including service level, service continuity, availability and security.

### ISO 9001

The ISO contains a generic set of requirements for implementing and managing a quality management system and our *QualityFirst* program is solidly based on these requirements.

