



# OVERVIEW

## CONTACT CENTER SOLUTIONS CENTER OF EXCELLENCE

**We connect you to your customers — delivering the information they need, when they need it, using any communication channel they choose**

### USA Locations

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

### Contacts

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*Public and commercial organizations can significantly increase customer satisfaction with efficient multichannel customer contact centers. As communication options grow and customers begin to expect a higher level of service, more organizations are seeking a cost-effective, user-friendly and consistent message for customers and stakeholders.*



CSC's Contact Center Solutions Center of Excellence delivers turnkey, multichannel customer service solutions for public sector and commercial clients across business sectors from banking and government to transportation – and everything in between.

Our responsive, scalable and fully integrated approach delivers information through multiple delivery channels — including phone, E-mail, IVR, portals and IM/Web chat. Four regional contact center locations, with 1000+ customer service representatives (CSRs), manage more than 13 million calls a year for our clients.

Our business processes adhere to rigorous industry standards established by the Customer Operations Performance Center (COPC). The COPC provides a framework that ensures the utmost performance in contact center environments. By following these stringent guidelines, clients are assured that our cost-effective and efficient contact centers provide the highest-quality services available in the industry today.

### CAPABILITIES

State-of-the-art technology integration — Siebel CRM, Avaya, Verint Workforce Management and Verint Quality Assurance

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 interactive voice response (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 computer based instruction

*Knowledge Management LifeCycle* Program — efficiently provides CSRs with accurate and consistent content required for customer inquiries