



QUALITY

CONTACT CENTER SOLUTIONS CENTER OF EXCELLENCE



QualityFirst is customized, responsive and provides the information your customers need, when they need it.

USA Locations

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

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Our *QualityFirst* program ensures a high level of customer satisfaction and complete contract compliance for contact center programs. Upon award of a new contract, a comprehensive quality control plan (QCP) is customized for client programs. Each client plan includes proven quality methodologies and current industry best practices as well as quality requirement trends. The *QualityFirst* program is a critical component in the decade-long success of CSC's Contact Center Solutions Center of Excellence (CoE). Leading service standards are also employed to deliver consistent quality service. At the foundation of our *QualityFirst* program is a set of requirements for implementing and managing a quality management system. Standards include implementation of the quality control/quality assurance (QC/QA) process, measuring service metrics and applying continuous process improvement. In addition, customer satisfaction is measured to continuously gauge and improve service.

Support and service delivery are the two key ITIL functional areas of the CoE support model. Service support includes a framework for operating a contact center and providing incident management. The goal is to restore normal service operation as quickly as possible to minimize adverse effects on operations and maintain the best quality and availability levels.

Service delivery includes specific measurements that are used to validate service including service level, service continuity, availability and security.

Contact Center Solutions adheres to the rigorous guidelines established by the Customer Operations Performance Center (COPC). 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. The 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.

QualityFirst Monitoring

QualityFirst is focused on improving contact center performance and ensures that customers receive the best customer service possible. High quality standards are achieved through frequently scheduled monitoring and calibration sessions, trend identification and analysis reviews, comprehensive one-on-one coaching sessions, lessons-learned sessions and materials, in addition to performance metrics and service delivery evaluations. The quality-monitoring program uses a variety of tools that yield valuable feedback and set clearly defined objectives for peak CSR performance. *QualityFirst* embodies ISO 9001, ITIL and COPC standards as shown:

- Address customer needs effectively by using the best resources
- Monitor performance to contractual requirements and recognize performance risks
- Improve resource management by using status and progress feedback
- Improve forecasting by providing an accurate baseline of current volume and trends in volume

