

THE ART OF EXCELLENCE



CONTACT CENTER SOLUTIONS CENTER OF EXCELLENCE

BARBOURVILLE
KENTUCKY
USA

Public and commercial organizations can significantly increase customer satisfaction with efficient multi-channel customer contact centers. A unified communication approach — including phone, E-mail, IVR, portals and IM/Web chat — allows organizations to deliver information customers need, when they need it, using any communication channel they select. 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.

CHANTILLY
VIRGINIA
USA

Customer contact centers provide an end-to-end customer service experience and manage a range of issues, questions and concerns. This innovative customer service approach helps build customer loyalty by providing customized, responsive customer service while delivering integrated, world-class service in real time.

FORT WORTH
TEXAS
USA

CSC plays an influential role in the strategic planning, design, development, implementation, day-to-day management and technical operations of contact center solutions for U.S. Federal Government and commercial clients. The CSC Contact Center Solutions (CCS) Center of Excellence (CoE) provides a one-stop information resource solution that is practical, adds value to service offerings and adheres to rigorous standards established by the Customer Operations Performance Center (COPC).

WHEELING
WEST VIRGINIA
USA

Contact:

Stephen Deitz, PMP
sdeitz2@csc.com

Sam Capone
scapone@csc.com

Jane Leahy
jleahy3@csc.com

Becky Taylor
rtaylor46@csc.com

Contact Center Solutions is certified to the COPC-2000 CSP Standard at CSC locations in Barbourville and Wheeling – and certification is underway at operations in Chantilly and Fort Worth. The COPC certification is a framework that ensures the utmost performance in contact center environments. By CSC achieving certification, clients are assured that Contact Center Solutions provides the most cost-effective and highest quality services available in the industry today.

Contact Center Solutions is a customer-focused organization guided by four fundamentals: thought leadership, domain knowledge, innovation and quality methodology. Each fundamental component is a key building block of the comprehensive, holistic, turn-key customer contact center solutions consistently delivered to clients.

CAPABILITIES

- Turn-key contact center solutions deliver world-class customer service for public sector and commercial clients
- Responsive, scalable, flexible, and fully integrated approach delivers customer service through multiple delivery channels
- 1,000+ Customer Service Representatives (CSRs) at four regional contact center locations – operations run 24x7 and handle more than 13 million calls every year
- State-of-the-art technology integration – Siebel CRM, Avaya, Verint Workforce Management, Verint Quality Assurance, and Actuate reporting
- Dynamic staff ramp-up planning for unexpected call volume surge – including a home-based solution
- Certified to the COPC-2000 CSP Standard by the Customer Operations Performance Center (COPC) at Barbourville and Wheeling locations – certification audits are underway at Chantilly and Fort Worth operations
- 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



Worldwide CSC Headquarters

The Americas

3170 Fairview Park Drive
Falls Church, Virginia 22042
United States
+1.703.876.1000

Europe, Middle East, Africa

Royal Pavilion
Wellesley Road
Aldershot, Hampshire GU11 1PZ
United Kingdom
+44(0)1252.534000

Australia

26 Talavera Road
Macquarie Park, NSW 2113
Australia
+61(0)2.9034.3000

Asia

139 Cecil Street
#06-00 Cecil House
Singapore 069539
Republic of Singapore
+65.6221.9095

About CSC

The mission of CSC is to be a global leader in providing technology-enabled business solutions and services.

With the broadest range of capabilities, CSC offers clients the solutions they need to manage complexity, focus on core businesses, collaborate with partners and clients and improve operations.

CSC makes a special point of understanding its clients and provides experts with real-world experience to work with them. CSC is vendor-independent, delivering solutions that best meet each client's unique requirements.

For more than 49 years, clients in industries and governments worldwide have trusted CSC with their business process and information systems outsourcing, systems integration and consulting needs.

The company trades on the New York Stock Exchange under the symbol "CSC."

About the Leading Edge Forum

As part of CSC's Office of Innovation, the Leading Edge Forum (LEF) is a global community whose programs help participants realize business benefits from the use of advanced IT more rapidly.

LEF members work to spot key emerging business and technology trends before others, and identify specific practices for exploiting these trends for business advantage. Members enjoy access to a global network of thought leaders and leading practitioners, and to a powerful body of research and field practices.

LEF programs provide CTOs and senior technologists the opportunity to explore the most pressing technology issues, examine proven state-of-the-art practices, and leverage CSC's technology experts, alliance programs and events. LEF programs and reports are intended to provoke conversations in the marketplace about the potential for innovation in applying technology to help advance organizational performance. For more information about LEF programs, visit www.csc.com/lef.

The LEF Executive Programme is a premium, fee-based program that helps CIOs and senior business executives develop into next-generation leaders by using technology for competitive advantage in wholly new ways. Members direct the research agenda, interact with a network of world-class experts, and access topical conferences, study tours, information exchanges and advisory services. For more information about the LEF Executive Programme, visit lef.csc.com.

About the Artist

DUNCAN MCCLELLAN
"METAMORPHOSIS"

HAND-BLOWN GLASS
ACID-ETCHED DESIGN OF MEN IN MOVEMENT
MEASUREMENT: 13" H.
PRIVATE COLLECTION
SIGNED BY THE ARTIST

CONTACT: DUNCAN@DMGLASS 813.985.6429

THE PROCESSES USED IN MCCLELLAN'S ONE-OF-A-KIND AND SERIES WORKS ENABLE IMAGERY INSIDE, ON THE SURFACE, AND IN SOME CASES BOTH, TO JUXTAPOSE IN UNIQUE WAYS. THESE JUXTAPOSITIONS, IN TURN, ARTICULATE THE WORK'S CENTRAL MESSAGE OR IDEA.

Designed and produced by CSC's P2 Communications Services.
© 2008 Computer Sciences Corporation. All rights reserved.
Printed in USA P2 0322-20 CC 15 09/08

