



CONTACT CENTER SOLUTIONS CENTER OF EXCELLENCE

Barbourville, Kentucky
USA

Chantilly, Virginia
USA

Fort Worth, Texas
USA

Wheeling, West Virginia
USA

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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.

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.

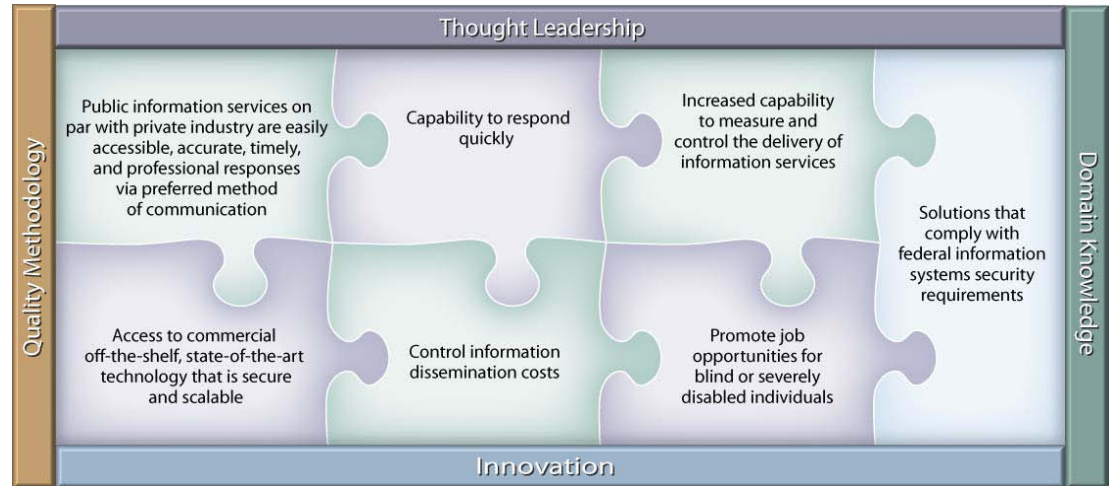
Customer contact centers provide an end-to-end customer service experience and manage a range of issues, questions and concerns. This innovative customer service approach helps build customer loyalty by providing customized, responsive customer service while delivering integrated, world-class service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



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).

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 each year
- State-of-the-art technology integration – Siebel CRM, Avaya, Verint Workforce Management 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 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