

# Complete Customer Care

## Increasing Convenience, Building Goodwill

For government agencies, delivering top-notch customer service can be an elusive goal. Even simple inquiries take time to answer, and any time spent answering the phone is time stolen from other services on behalf of constituents. Given these challenges, many government agencies seek outside help.

They often find us. Our complete customer care ensures your constituents can provide information, complete tasks or ask questions in the way that's most convenient for them. From walk-in offices to unobtrusive, timely text messages, our customer care solutions support customer choice.



### Benefits of Complete Customer Care

A private provider to deliver customer care on your agency's behalf? It can feel risky. Customer service reps are the public face of the government, dealing directly with constituents. But choosing wisely can actually reduce risk, by setting agreed-upon standards for performance. When you choose us, your benefits include:

- **Maximizing your professional staff** – By using technology and trained customer service representatives to handle phone inquiries, your caseworkers and other staff can spend more time focusing on tasks that require their expertise.
- **Cost savings through efficiencies** – Using a proven provider takes the risk out of initial staffing and technology decisions. Our continuous improvement philosophy means that call centers integrate best practices that reduce overall costs.
- **Enhanced service design for higher customer satisfaction** – We can help you design a service approach that incorporates both technology and process enhancements. For example, outbound messaging keeps customers informed of appointments, events and upcoming deadlines. And a well-designed Interactive Voice Response (IVR) approach can dramatically improve the customer experience.

Maximizing these benefits requires expertise built over time providing customer care on behalf of government clients like you.

# Complete Customer Care

## How We Help

Our customer service and call center operations range from full-scale, multi-client commercial call centers to program-specific service components for federal, state, county and municipal contracts.

While our operations vary according to the specific needs of our clients, they all share the same goals – efficiency, cost effectiveness, quality control and excellent customer service.

With extensive first-hand experience in call center implementation and operation, we're ready for anything. During a recent human services call center implementation, call volume quickly outpaced predictions. Our brand-new operation handled 300,000 calls in the first 20 days – without compromising service quality.

## Customer Care Applications

- Customer care for transportation programs such as electronic toll collection
- Transit card customer care
- Full-service child support customer care
- Comprehensive human services customer care, including Medicaid, child care, elder care services and benefit programs such as food stamps and TANF
- Customer care supporting 2-1-1 and 3-1-1 hotlines for area residents
- Electronic payment card services customer care
- Post-disaster assistance customer care

## Multiple Solution Options

Our modular services are customized to your program or department. Depending on your needs, our solution for you can include:

- **Interactive Voice Response (IVR) technology** – A well-designed IVR can handle up to 90 percent of routine calls, such as payment-related inquiries. The right technology can save countless dollars in staff costs.
- **Automated Call Distributor (ACD) technology** – Available in conjunction with an IVR or on its own, the ACD routes calls to a predetermined call group with specialized training.
- **Trained CSRs** – With over 20 years experience serving government, we have proven procedures to ensure all CSRs are trained to provide accurate information and confidential service.
- **Correspondence processing** – Beyond phone requests, we handle scanning, imaging and processing of inbound correspondence, including return mail. We can also handle e-mail inquiries, conduct Web chats and mail requested forms.
- **Comprehensive reporting and monitoring** – Contracting for a call center operation doesn't mean losing visibility into operation or awareness of performance. We offer you silent monitoring, ad hoc reporting, quantitative and qualitative data, and electronic report delivery.

With a broad base of expertise and a flexible, responsive approach, we're the best resource for helping governments deliver professional, sensitive, comprehensive customer service to citizens.



## Our Qualifications

- Best available technology combined with operational excellence
- 67 customer call centers for government clients
- 4,000 customer care representatives dedicated to government services
- Award-winning operations
- Proven business continuity and disaster recovery solutions
- Quality assurance programs and tools

## About ACS

ACS is part of Xerox's \$22 billion global enterprise with 140,000 employees serving our clients in 160 countries.

You can learn more about us at [www.acs-inc.com](http://www.acs-inc.com).



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