

# Complete Customer Care

## Mission-Focused Customer Service

For most federal government agencies, customer care is a noncore function. After all, even simple inquiries take time, and any time spent answering the phone is time spent away from mission-critical functions.

To lighten your load, we offer complete customer care that supports your agency's mission. Our customer care services ensure that your constituents get answers to their questions in ways that are convenient for them.



From walk-in offices to simple websites and timely text messages, our care solutions support constituent choice. Bringing our customer care directly to federal employees, we provide technical help desk services and human resource (HR) services/support for areas such as recruiting, hiring, payroll and benefits.

### The Benefits We Provide

Selecting a private provider to deliver customer care on your agency's behalf can feel risky. After all, customer service reps are the public face of the government, dealing directly with constituents.

Choosing a trusted, proven provider, however, can actually reduce your risk, by setting agreed-upon standards for performance. Other benefits include:

- **Maximizing your professional staff.** Use our staff to handle phone inquiries, and your caseworkers or other staff can spend more time focusing on tasks that require their expertise.
- **Cost savings through efficiencies.** Take the risk out of initial staffing and technology decisions. With a continuous improvement philosophy, our call centers constantly integrate best practices that reduce overall costs.
- **Enhanced service design for higher customer satisfaction.** We'll help you design a service approach that incorporates both technology and process enhancements. For example, outbound messaging keeps customers informed of appointments, events and deadlines. And a well-designed Interactive Voice Response (IVR) approach can significantly improve the customer experience.

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

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## Our Federal Experience

- More than 1,000 CSRs supporting federal programs
- More than 20 million calls handled annually
- Department of Education
- Department of Labor
- Department of Treasury

## Our Customer Care Services

- Customer care for federal student loan programs
- Workers' Compensation claims
- Healthcare claims administration
- Human resources administration
- Post-disaster assistance
- Electronic payment card program support
- Transit fare card customer service
- Human services program customer care
- Technical helpdesk services
- Collections
- Unclaimed property

## Our Technical Help Desk Services

- Single Point of Contact (SPOC) for end users
- Complete tool set – ticket tracking, knowledge management, Web portal
- User self-service
- Multiple levels of end-user support
- Trend analysis and reporting
- Customer satisfaction survey
- ITIL-certified personnel

A member of the Help Desk Institute, we implement industry and certification standards including ISO 9000, SEI/CMM and SCP. We are also compliant in ISO 9001 and practice-compliant methodologies in delivering solutions to our clients.

## Our Range of Solutions

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 specific clients needs, 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 operation handled 300,000 calls in the first 20 days – without compromising service quality.

## Our Customizable Services

Our modular services are customized to your program or department. Depending on your needs, we can include:

- **A fully staffed call center.** With over 20 years of experience serving government, we've developed proven procedures to ensure all CSRs are trained to provide accurate information and confidential service. We handle inquiries, problem resolution, appointment scheduling, technical help desk services, collections and many other types of calls.
- **Interactive Voice Response (IVR) and Web portal technology.** A well-designed IVR can handle up to 90 percent of routine calls, such as payment-related inquiries. Our technology can save you countless dollars in staff costs.
- **Customer satisfaction surveys.** We integrate automated customer surveys into our call center operations, with high response rates.
- **Correspondence processing.** Beyond phone requests, we handle scanning, imaging and processing of inbound correspondence, including return mail. We can also handle e-mail inquiries and mailing requested forms.
- **Comprehensive reporting and monitoring.** Contracting for a call center operation doesn't have to mean sacrificing visibility. 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 help 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 service representatives (CSRs) dedicated to government services
- Management of IT help desk operations for 130 commercial clients
- Award-winning operations
- Proven business continuity and disaster recovery solutions
- Quality assurance programs and tools

## Contact Us

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## 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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