



Program Support Center

CUSTOMER CONTACT CENTER

Private Sector Approach for Excellent Customer Service

When federal employees or the public call, send an email, or visit your self-service Web portal, they expect nothing less than excellent customer service and their problem solved immediately. Inadequate service can result in agency scrutiny and worse, negative press.

- 1,000 calls handled per day
- \$604,000 saved using customized automated IVR and ACD systems
- 97% overall customer satisfaction rating year over year

The **Program Support Center (PSC)** Customer Contact Center provides dedicated, customized, and centralized contact center support with exceptional user experience. PSC professional call center agents are specifically trained to understand each customer’s mission, values and goals, adapt to various types of inbound calls, and have the capacity and know-how to interact with agency clients professionally across all channels — on the phone, online, or through email.

Advanced Contact Center Services and Support Tools

PSC Customer Contact Center comprehensive services are designed to solidify and enhance customer relationships with constituents. PSC offers dedicated toll-free telephone numbers, custom email addresses, tailored Interactive Voice Response (IVR) and Automatic Call Distributor (ACD), and self-service, knowledge based-Web portals for employees and the public.

Customers rely on PSC’s integrated cross-channel contact center services to:

- **Provide Tier 1 and Tier 2 Support** to analyze, define, and troubleshoot first- and second-level problems.
- **Manage day-to-day operations** to reallocate resources so employees can focus on core missions.
- **Monitor and manage program changes** to keep agents informed, write well-defined response scripts, and provide step-by-step methods for quick resolution.
- **Maintain customer knowledge** to stay in compliance with federal regulations, up-to-date with customer requirements, and current industry best practices and techniques.
- **Offer self-help, online Web portal** to search extensive customer support frequently asked questions for instant solutions in a mouse click.
- **Provide, analyze, and report performance data** to enhance customer interactions, improve customer experience, streamline processes, increase efficiencies, and foster customer relationships.

ABOUT PSC

The Program Support Center (PSC) is the largest multi-function shared service provider to the federal government. Hosted by the U.S. Department of Health and Human Services (HHS), PSC provides our customers support services focused on their needs — so they can focus on their core missions.

Established 20 years ago to reduce HHS’s annual spending and to increase the quality of its administrative services, PSC today offers over 40 services to HHS and other federal agencies. PSC operates on a competitive fee-for-service basis in five key markets: administrative operations, real estate and logistics, financial management, occupational health, and procurement management.



For more information contact
(301) 492-4600
www.psc.gov

FEDERAL SHARED SERVICES

Accounting Services

- Accounting
- Debt Collection
- Financial Reporting

Acquisition Management Services

- Acquisitions

Behavioral Health Services

- Employee Assistance Program
- Organizational Development and Leadership
- Psychological Testing and Evaluation Program
- Work / Life Programs

Building Operations Services

- Facilities Operations and Maintenance
- Room Management
- Shredding

Clinical Health Services

- FedStrive*
- Health Clinics
- Medical Employability
- Medical Surveillance
- Workers Compensation Management

Cost Allocation Services

- Indirect Cost Negotiations

Environmental Health and Safety Services

- Automated External Defibrillator
- Environmental Health and Safety

FedResponse Services

- Customer Contact Center

Mail and Publishing Services

- Departmental Forms Management
- Digital Document Management
- Graphic Arts
- Mail Operations
- Mail Screening
- Printing Program Management
- Section 508 Compliance

Payment Management Services

- Grants Management

Real Property Management Services

- Real Estate Strategy
- Real Property Disposal
- Space Design and Construction

Supply Chain Management Services

- Labor and Moving
- Medical Supply Fulfillment
- Personal Property Disposal
- Personal Property Management
- Publications Fulfillment
- Storage

Transportation Services

- Fleet Operations
- Transit Subsidy Program Management
- Travel Program Management

Wellness and Health Promotion Services

- Wellness and Fitness

Personalize and Optimize Customer Interactions

PSC understands agencies offer specific services to their clients. That is why for each customer interaction — from general service inquiries to technical helpdesk resolution to program questions — PSC agents represent each client as if they were long-serving employees. They undergo detailed onboarding and receive ongoing training to empower each representative to make decisions, resolve inquiries, and take actions professionally, courteously, and knowledgeably to meet the needs of customers.

Customers also work collaboratively with PSC to create scripts on how to address questions in the customer's voice to reinforce their mission, vision, and values. PSC also stays abreast of the latest policies, regulations, and news to better predict and prepare for future customer needs. This helps mitigate conflict, improve customer satisfaction, and boost agency confidence.

Key Metrics to Enhance Your Customer Experience Strategies

From start to finish, PSC is focused around servicing customers at the highest standard — at every touch point — while improving operational efficiencies and increasing cost effectiveness. PSC works with customers to establish key performance indicators (KPI) call handling times, increase first call resolution rate, decrease call abandon rate, optimize resources, and interpret the level of customer satisfaction. This helps to achieve service level agreement targets which not only improves service, quality, efficiency, and cost avoidance, but more importantly, improves customer engagement and improves customer experiences.

The service also allows clients to partake in automated customer satisfaction telephone surveys. This provides customers with additional independent insights to gain feedback on customer relationship and performance management directly from the customers themselves. The survey improves KPIs, enhance customer service, and increases agent efficiency.

Providing Best-in-Class Contact Center Services, One Interaction at a Time

PSC Customer Contact Center focuses on developing a ubiquitous omni-channel customer experience. PSC agents are dedicated to help enhance customer engagements to meet the diverse needs of clients while targeting timelines, accuracy, and KPIs to boost customer satisfaction — one interaction at a time.