



Service Catalog

The federal government currently spends over \$20 billion a year on contact centers, primarily on outdated technology and processes. The Contact Center CoE helps improve contact center deliver services and customer interactions. Improving customers' experience when accessing, engaging, and interacting with an agency through contact centers (e.g., calls, chats, email, social media, etc.) can have significant impact on their overall experience with the government. Customers deserve seamless support in accessing government services to complete their transaction or accomplish their task.

The Contact Center CoE offers a data-driven strategy, that leverages proven best practices and lessons learned, from both public and private sector organizations to support agencies in successfully modernizing and optimizing their contact centers.

The GSA IT Centers of Excellence (CoEs) are partnering with Agencies to accelerate their IT modernization by leveraging private sector and government innovation and centralizing best practices and expertise.

CURRENT STATE ASSESSMENT

Development of a baseline through inventorying existing contact centers, conducting surveys and workshops, developing customer journey maps, identifying customer pain points and areas of opportunity, and assessing maturity of the contact center(s).

BEST PRACTICE RESEARCH

Tailored best practice research on contact center management and operations, knowledge management optimization, and other relevant topics to support successful modernization.

FUTURE VISIONING SUPPORT

Development of a vision and roadmap and supporting activities to achieve the vision; definition of service levels and standards of performance, innovative recommendations for future contact center optimization and modernization, and acquisition support to implement recommendations.

The success of the **Centers of Excellence** depends on our ability to identify and harness best practices within and outside of government. If you are interested in learning more about the Centers of Excellence or discussing tools or solutions, please reach out to us at connectcoe@gsa.gov. Or visit us at: coe.gsa.gov.

