

Solano County

311 Citizen Support Service Center



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What is 311?

- A centralized access point for citizens to **request information and report service issues**
- A method to **manage all citizen contacts** that can be applied to **all departments and services**
- A support service for departments that **enhances service delivery** – it does not take away the provision of mission critical services from the department

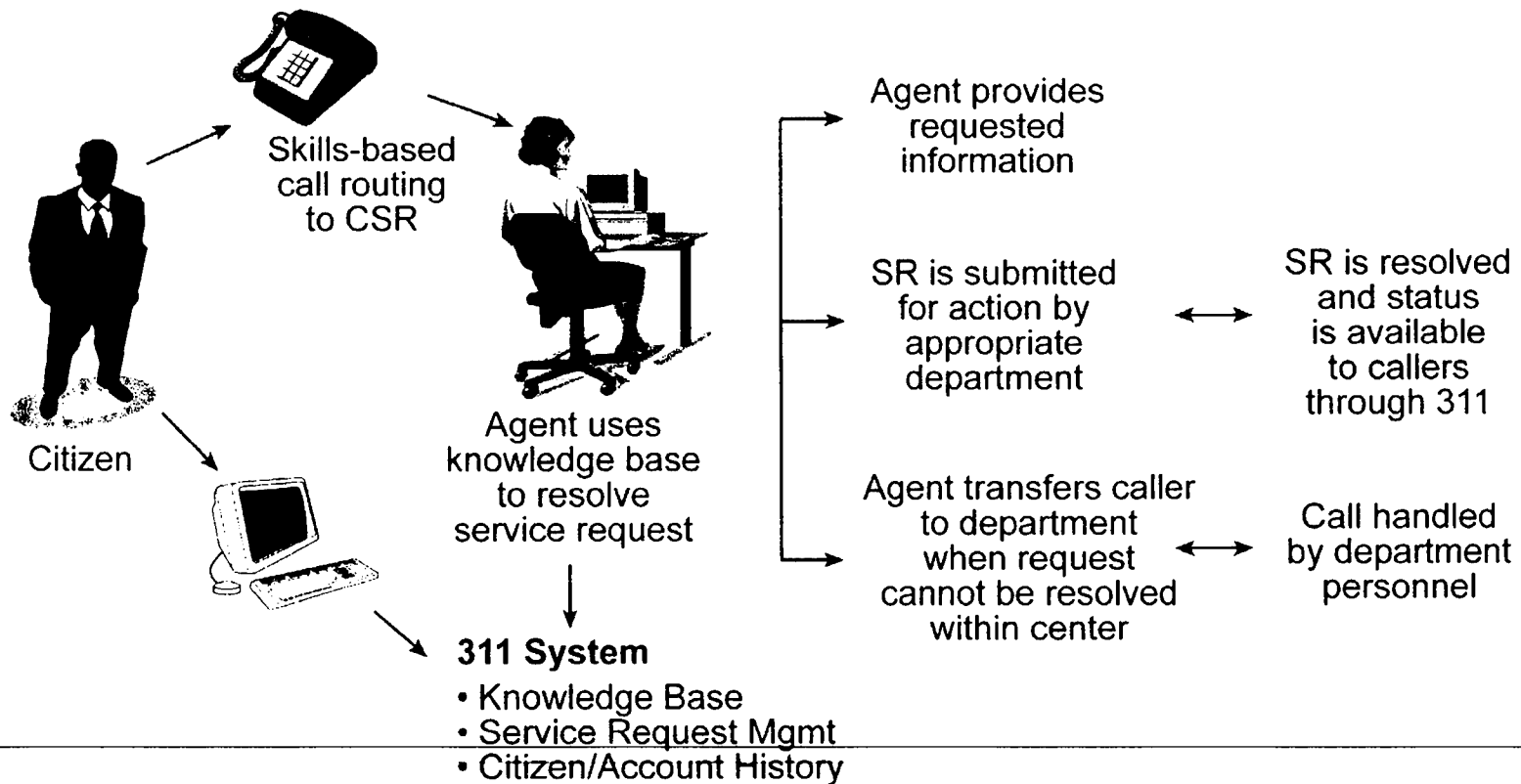


Sample Assessment Findings

- Few departments have an automated way to **capture call volumes**, many do not capture volumes manually today.
- Many departments receive a large number of **misdirected calls**.
- Most departments do not have **service levels** - citizens are not assured of on time services and/or feedback on **status of services**
- Most departments do not have any reports that present information on the **work that is performed for citizens**.
- Most department do not have **telephony reports** that measure calls in queue, time on hold, call abandonment rate, or average call times.



Customer Care Workflow



Benefits of 311

Improve Citizen experience

- Eliminates complexity of determining appropriate department
- Provides multiple avenues of access
- Drives consistency in customer service

Improve departmental experience

- Provides access to business metrics
- Supports department service goals and increases effectiveness
- Encourages cross departmental information sharing

Support Government Executives

- Provides a forum for hearing citizens and recognizing needs
- Provides a means for showcasing services provided to citizens
- Presents public relations opportunities



Improved Service

- Improved perception of government performance by citizens
- Increased service delivery efficiencies
- Provide accountability tools for service delivery
- Relieve departments from misdirected calls
- Provide highly skilled department staff more time to perform mission critical services
- Better response in emergencies
- Provide opportunities to add cities and reduce ongoing costs



ACS Citizen Support At a Glance

ACS is Top 10 in Call Center Management:

- 73 call centers
- 274 million calls annually
- 750,000+ transactions per day
- 17,000+ call center professionals
- 24 x 7 operational capabilities
- 20 languages supported



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ACS Call Center Awards

- **Best BPO Services Provider:** ACS received the **Outsourcing Center, Everest Group, and Forbes magazine's Award, as the best business process outsourcing (BPO) services provider in 2007** for its work with the Louisiana Department of Social Services (DSS).
- **MVP Quality Award:** ACS received the **Marketing Via Phone Quality (MVP) Award**, which recognizes excellence through analytical thinking, business processes, the building of partnerships, a demonstrated commitment to high ethical standards, stringent policies, and challenging goals.
- **Pacesetter Award:** Selected by the Call Center Industry Advisory Council (CIAC) for its Pacesetter Award for call center customer service, proficiency, and operations. Few companies receive this award, which recognizes ACS as the **global leader in call center operations**.

