AUTOMATED RESPONSE TECHNOLOGY IS EMERGING
AGENCIES SHOULD UNDERSTAND WHICH ISSUES CAN AND CANNOT BE ANSWERED ONLINE

MEASURING THE CUSTOMER SERVICE JOURNEY
CONTACT CENTERS MEASURED: GCCSI 5-YEAR TRENDS

GOVERNMENT CONTACT CENTER SATISFACTION REMAINS FLAT

Using a 0-100 scale

PROFESSIONAL CALL HANDLING BY AGENTS LEADS TO A GREAT EXPERIENCE

44%