

# HR CUSTOMER CARE CENTER

Rapid Turnkey Solution to Boost HR Customer Service

## FEDERAL HR CHALLENGES

With limited budgets and overburdened staff, federal HR leaders are continually challenged with how to efficiently offer exceptional service and responsiveness to their HR organizations' "customers" – agency employees, job applicants, managers, and organizational leadership.



### Benefits:

- Frees up HR leadership and HR Specialists to be strategic business partners who can better focus on mission critical and strategic initiatives.
- Reduces HR costs and increases budget flexibility.
- Happy customers and HR teams.
- Enables data-driven decision making through collected data and dashboards.
- Quicker, more consistent responses.
- Improved customer service.

## GOVSTRIVE HR CUSTOMER CARE CENTER

### Types of Calls:



BENEFITS / RETIREMENT



PAY / LEAVE



ONBOARDING



PERFORMANCE MANAGEMENT



RECRUITING & HIRING



eOPF (RECORDS MANAGEMENT)

The holistic offering uses modern call center technology, experienced federal HR specialists, and proven software so that employees quickly get the answer they need.

Our HR Customer Care Center requires minimal investment from the agency, but realizes a fast, verifiable Return on Investment (ROI) – as well as happy customers and HR teams.

### Questions We Answer:

- ☑ My spouse and I are **expecting a child** and I need to change my insurance elections. What do I do?
- ☑ I am **planning for retirement** in the next 6 months, what is included in my retirement package?
- ☑ Has the Agency issued a **Certificate** for the job that was posted last month?
- ☑ My **SF-52** is incorrect and I need to get it corrected.
- ☑ Who should I send a **Veteran's Preference letter** to, so that my record is updated?
- ☑ How does enrollment in a **Healthcare Flexible Spending Account** impact FERS and Social Security? Does it impact my base pay calculations for retirement?
- ☑ What are the guidelines for **telework**?

With GovStrive



Business-ready solution with all components ready-to-go.



Fast deployment - up and running in 90 days.

## WHAT'S INCLUDED

### CALL CENTER FEDERAL HR SPECIALISTS

Experienced federal HR specialists trained to assist employees and supervisors with HR questions and issues.

### COMPREHENSIVE KNOWLEDGE ARTICLE LIBRARY

A library of most frequently asked Federal HR questions, covering all HR functional areas, that can be tailored to meet agency program and policy specifics. Allows for personable interaction and ensures no cases are lost.

### MODERN TECHNOLOGY

Flexible capabilities with integrated IVR (interactive voice response) and case management capabilities. Provides exceptional call experience.

### REPORTING AND ANALYTICS

Executive dashboard and reports that give transparency into the Call Center solution, compliance tracking against service-level metrics and promotes data-driven decision making to improve customer service.

### CHANGE MANAGEMENT AND AWARENESS

Proven tools for quick, widespread adoption that include communication, training and marketing materials.

### PROGRAM MANAGEMENT

Program governance for the implementation and ongoing management of the GovStrive Customer Care Center to monitor and mitigate risk.

### TIERED CUSTOMER SERVICE MODEL

Ensures efficient escalation of HR inquiries to optimize the customer experience and speed of responsiveness.

## IMPACT

The GovStrive HR Customer Care Center is a business-ready solution designed to relieve the call and question volume from HR teams and quickly improve HR customer service, all while reducing agency costs.

94% of inquiries resolved by GovStrive call center representatives and HR specialists.

99% of all inquiries fully resolved to date.

87% of all inquiries successfully resolved in 2 days or less.

CONTACT US TO GET STARTED.

VISIT: [GOVSTRIVE.COM/HRCCC](https://govstrive.com/hrccc)