



SATERN

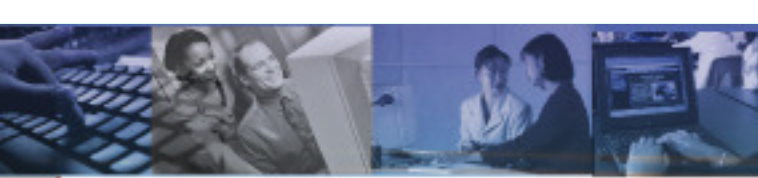
System for Administration, Training, and Educational Resources for NASA

NASA Shared Services Center Customer Contact Center

*2007 SATERN Administrator Summit
Johnson Space Center – Houston, TX*

Joey Hannah
September 2007

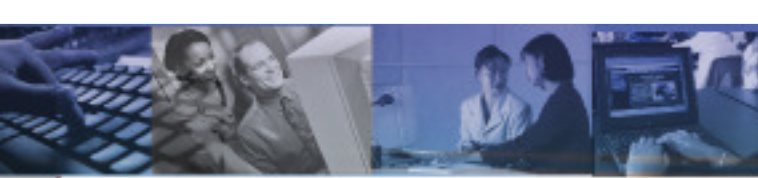




NSSC Customer Contact Center (CCC)

Agenda

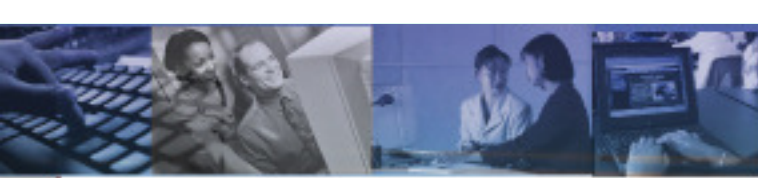
- **Why a Customer Contact Center**
- **How the Contact Center Works and Process Flow**
- **Metrics**
- **Certifications and Training**
- **Support Hours**
- **How to Contact Us**



NSSC Customer Contact Center (CCC)

Why a Customer Contact Center?

The Customer Contact Center is designed to resolve routine and predictable questions. This support allows the Functional Areas of the NSSC to concentrate on their transactional responsibilities.

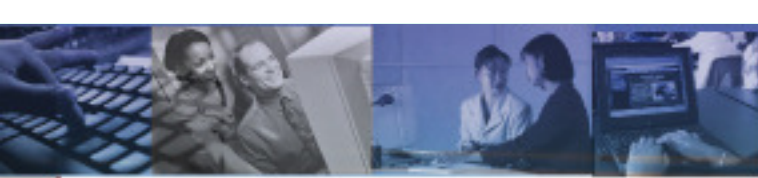


NSSC Customer Contact Center (CCC)

Why a Customer Contact Center?

The Customer Contact Center is a disciplined approach to the management of customer interactions for:

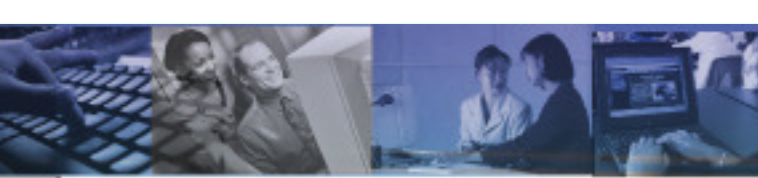
- Timely resolution of customer issues**
- Timely follow-up and feedback on outstanding issues**
- Identifying process improvements and new business opportunities**
- Improving customer satisfaction**



NSSC Customer Contact Center (CCC)

Call Center versus Contact Center:

- **A Call Center supports customer interaction by telephone inquiry only**
- **A Contact Center supports customer interaction through a variety of vehicles such as telephone, web, email and self-service**



NSSC Customer Contact Center (CCC)

Service Levels:

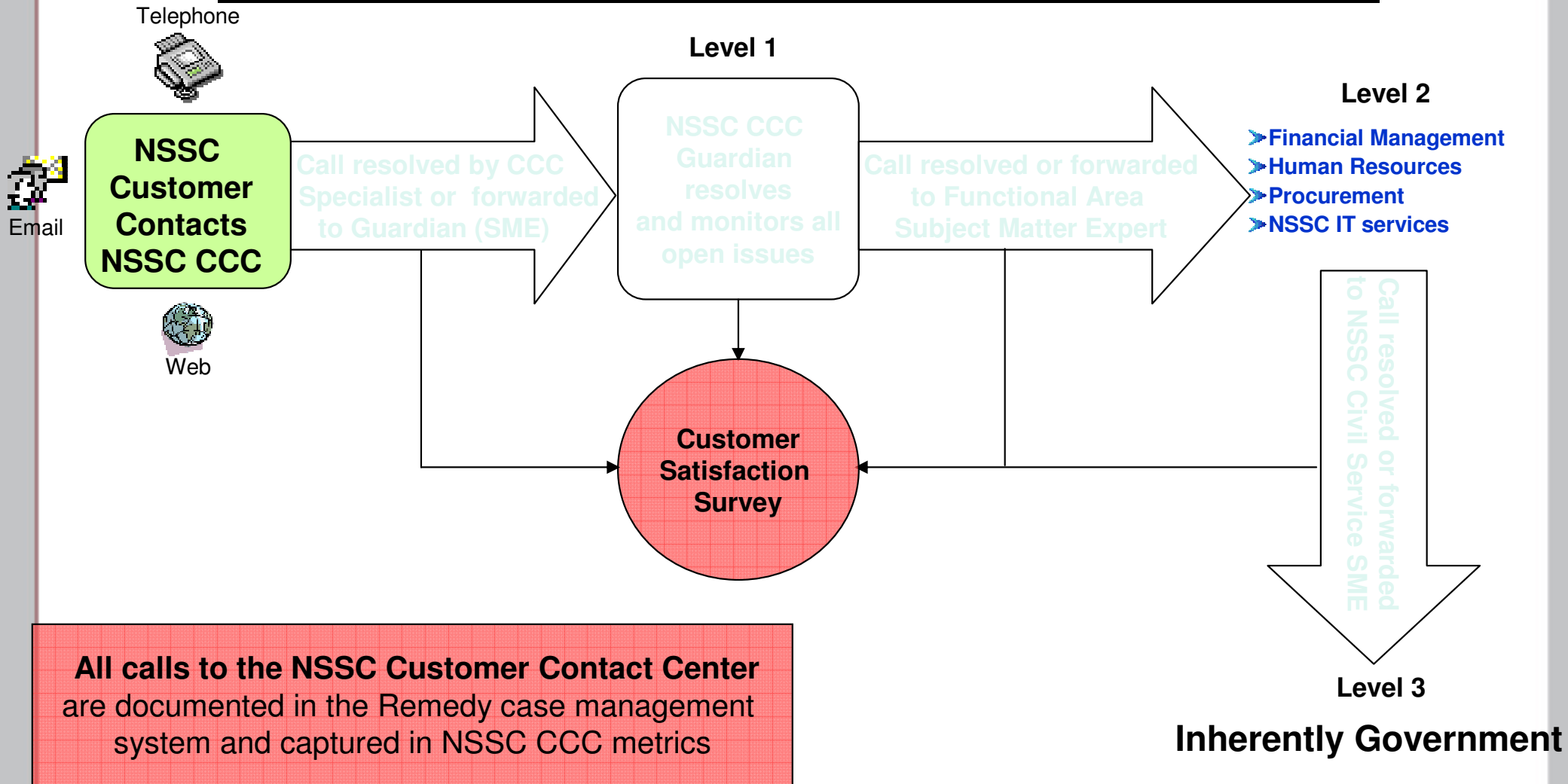
- **Level 1 – Customer Contact Center (SP) is the first Specialist to provide customers with information or problem resolution. These are technical generalists.**
- **Level 2 – NSSC Service Provider (SP) functional Subject Matter Experts (SME) who provide technical information or solutions to problems that first-level support is unable to provide. They are technical specialists.**
- **Level 3 – NSSC Civil Service staff resolving Inherently Governmental issues.**

NSSC Customer Contact Center (CCC)

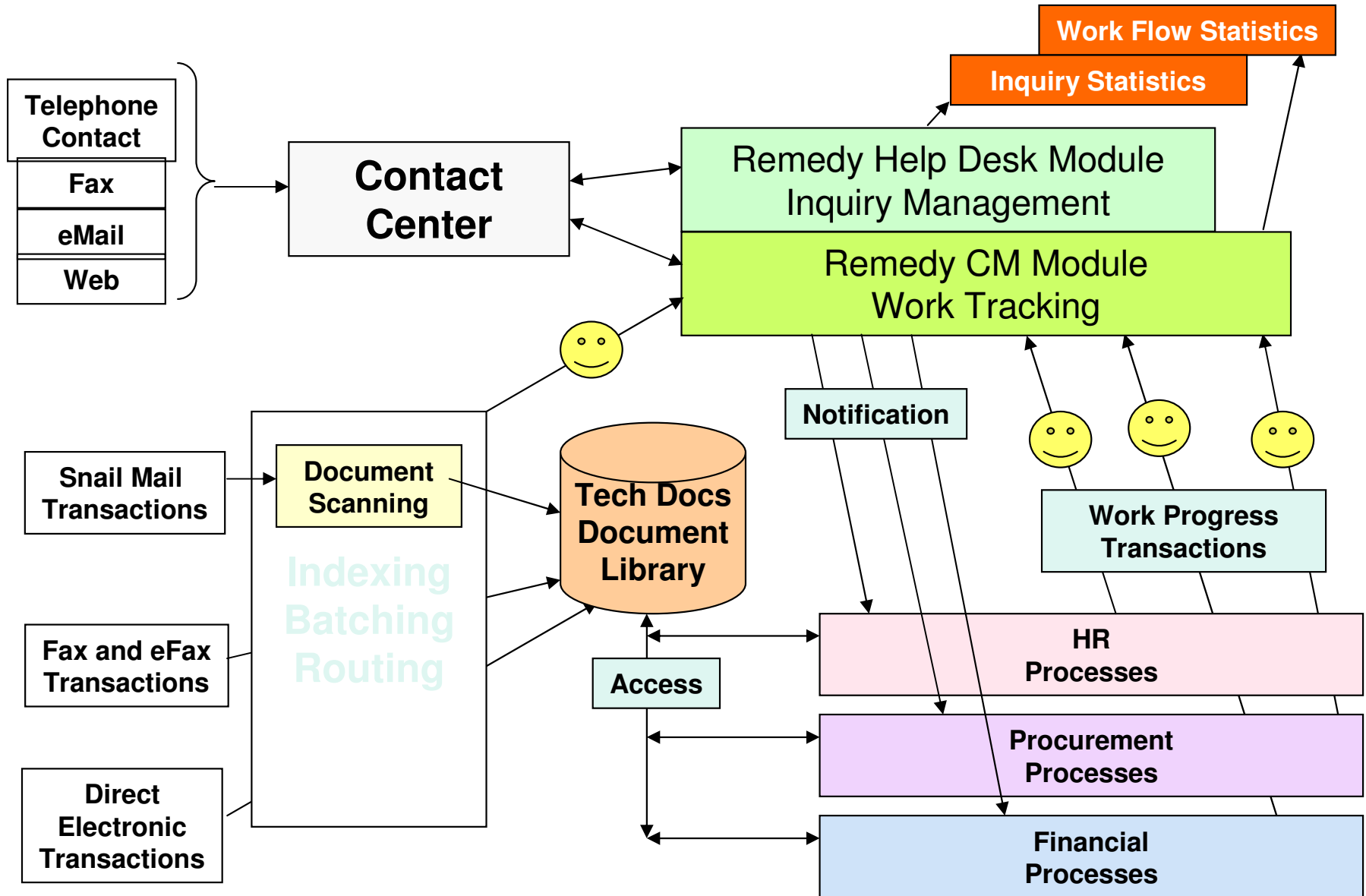
Contacting the NSSC:

- **Work being performed for NASA is not always strictly transactional and is often time critical and sensitive**
 - Initiating work – Through the customer contact center or fax to the NSSC.
 - VIP – For high contact, highly variable processes, direct contact with a Specialist may be warranted. Contact Center staff can “warm handoff” a call directly to a Specialist.
 - Follow-up contacts on same work task – Through the contact center or directly to the NSSC Specialist (SP or CS) working the task.

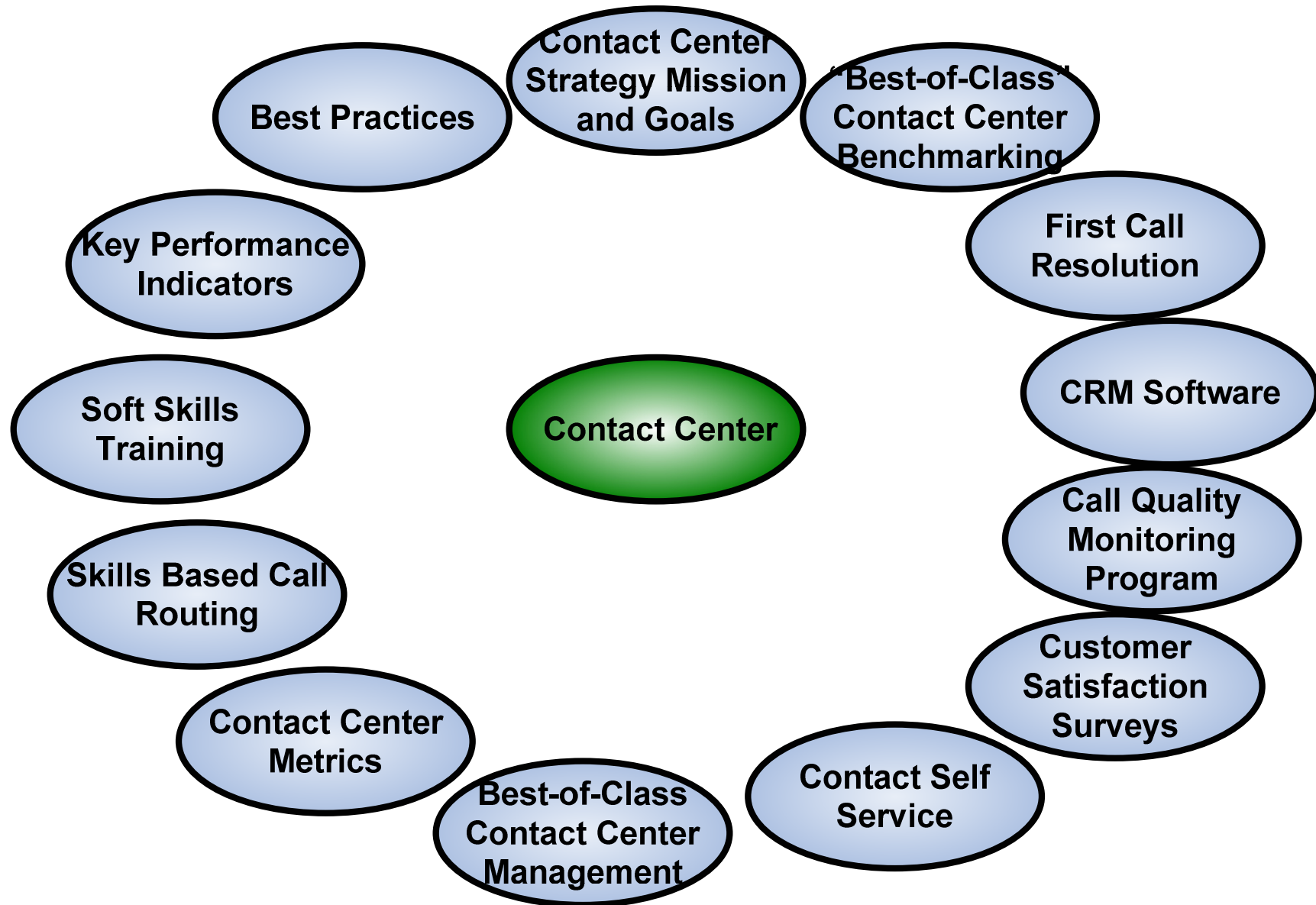
NSSC Customer Contact Center Process Flow



NSSC Work Tracking



NSSC Customer Contact Center (CCC)



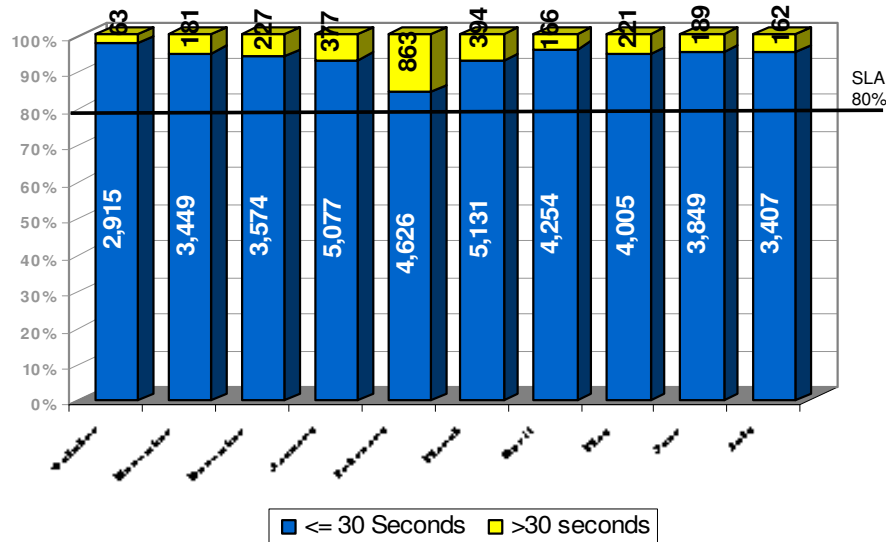
NSSC Customer Contact Center (CCC)

NSSC Customer Contact Center Metrics:

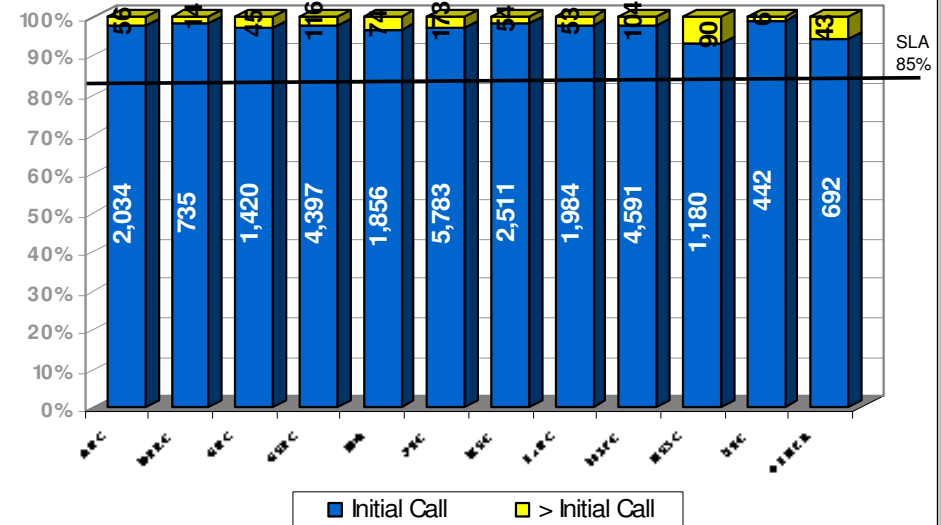
- **Speed of answer: 80% in 30 seconds or less.**
- **First Call Resolution: 85% of routine inquiries.**
- **Routine inquiry resolved within 1 business day: 100%**
- **Level 2 inquiries resolved within 3 business days**

NSSC Customer Contact Center (CCC)

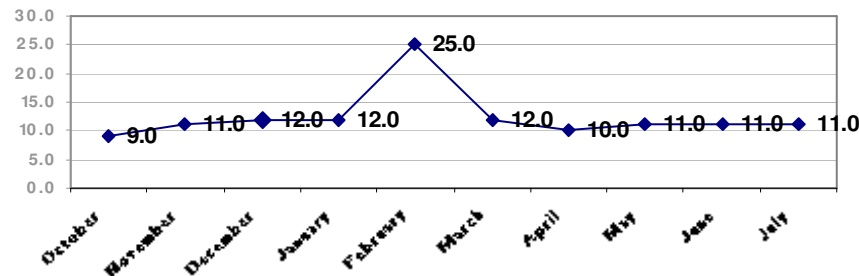
Calls Answered in 30 Seconds



First Call Resolution
October 2006 - July 2007

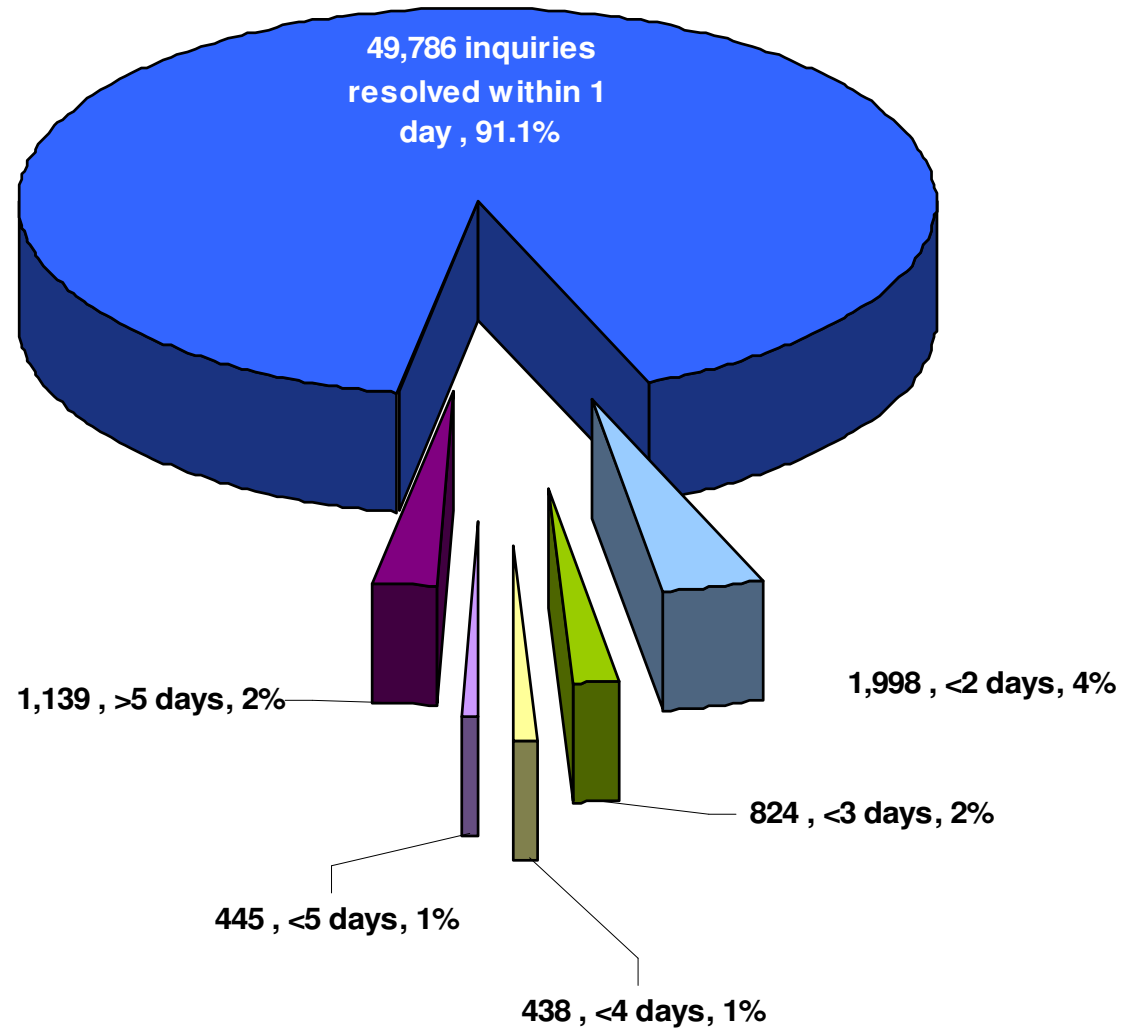


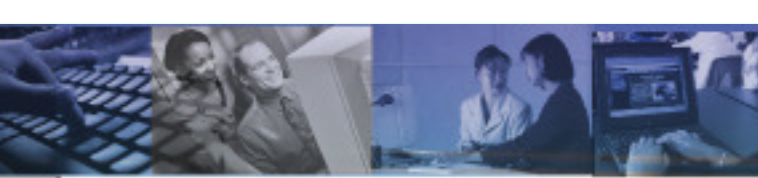
Average Speed of Answer



NSSC Customer Contact Center (CCC)

54,630 Inquiries Resolved
October 2006 - July 2007





NSSC Customer Contact Center (CCC)

Customer Contact Center Certifications and Training:

- **All NSSC CCC team members are Help Desk Institute (HDI) certified at one of the following levels:**
 - **Help Desk Analyst**
 - **Help Desk Support Center Team Leader**
 - **Help Desk Manager**

NSSC Customer Contact Center (CCC)

Customer Contact Center Certifications and Training (Cont):

- **NSSC Functional Area Training**
 - **Finance Management**
 - **Human Resources**
 - **Procurement**

- **Each NSSC CCC Analyst is trained in at least one primary area**

- **Cross training in secondary functional areas is accomplished by all team members**

NSSC Customer Contact Center (CCC)



NSSC Customer Contact Center (CCC)

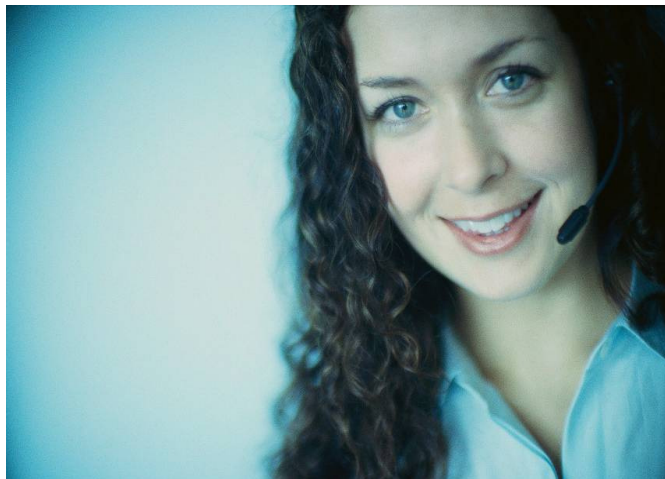
Support Hours

8am – 8pm Eastern

7am – 7pm Central

5am – 5pm Pacific

Monday through Friday



Best of class
Customer Service

Answer questions & resolve issues regarding:

- Financial Management
- Human Resources
- Procurement
- NSSC IT services

How to contact the Customer Contact Center



Call **1-877-NSSC123**



E-mail **nssc-contactcenter@nasa.gov**



<http://www.nssc.nasa.gov>

Web interface to submit issues

NSSC Customer Service Web for self service



**After Hours voice mail or emergency On-call
CCC Manager**

NSSC Customer Contact Center (CCC)

Working together, we will achieve our mission of unparalleled service to our NASA customers.

