



Customer Contact Solutions

Connect your customers to the right information the first time, every time.

Call us.
We can help.



SPA partners with state agencies to implement best practices that allow their customers to reach the right contact destination; the first time, and optimize internet sites to deliver services more efficiently online. As a result, customers get the help they need on the first call or on the web in a fast, friendly and easy manner.

1.800.georgia.gov

What we can do for you





1.800.436.7442

What we can do for you

Customer Contact Solutions

- Optimize your agency's call center performance using industry standards
- Develop call center efficiencies utilizing Tier-1 FAQs and Tier-2 subject matter expertise solutions
- Promote enterprise-wide adoption of uniform processes, systems and technology
- Create executive reports that identify resource and customer needs
- Provide a remote-worker program; lowering administrative costs

1.800.georgia

- Connect your customers to the right place on the first call
- Provide one number to call any state service (phone, email, chat)
- Maintain a knowledge base on your agency's services, ensuring consistent and accurate information
- Verify that your employee is the right person to assist the caller
- Provide back-up support when your staff is not available or during agency peak call season

Internet Optimization

- Develop improvement strategies to help your agency reach more constituents on the web
- Design a roadmap with step-by-step processes to improve online services, and identify and promote efficiencies with continuous improvement.
- Create a dashboard with Key Performance Indications (KPI) for content improvements, and performance measures based on industry standards and best practices.
- Expand customer service delivery; reduce cost of service

For more information, call 404-656-2705