

FRTIB

Contact Center

PRESENTED BY
THE FEDERAL RETIREMENT
THRIFT INVESTMENT BOARD

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Thrift Savings Plan

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Contact Center Update

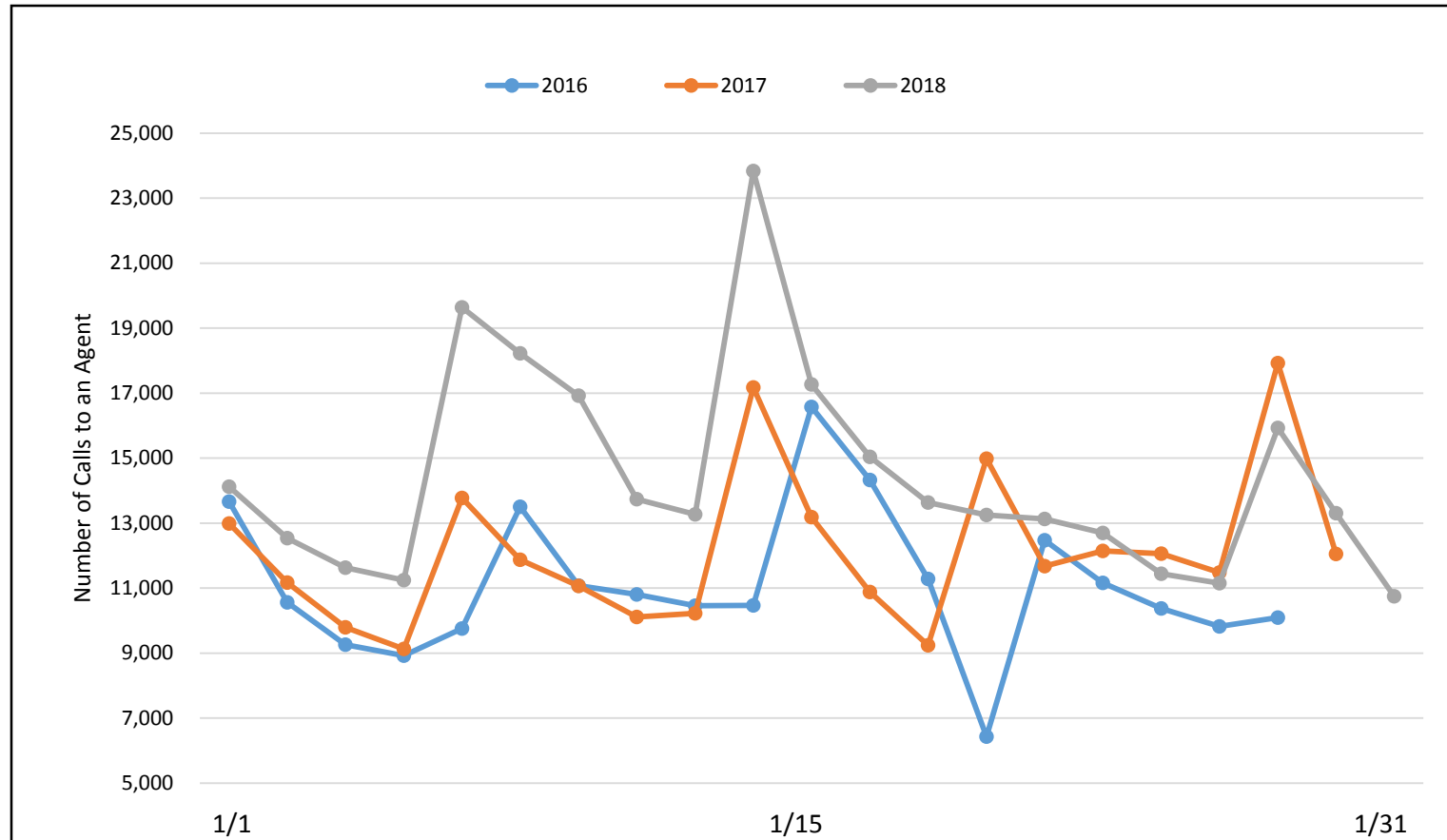
- Post Modernization Operating Status
 - Successes
 - Challenges
- Actions Taken
- Actions Underway

Contact Center Successes

- Successful deployment of a major technology upgrade in an extremely short amount of time
 - Robust and secure IT environment
 - Resolution of years-old inbound call capacity issues
 - Callers no longer receiving a fast busy signal or having their calls dropped
 - Quadrupled available lines

Volume Changes

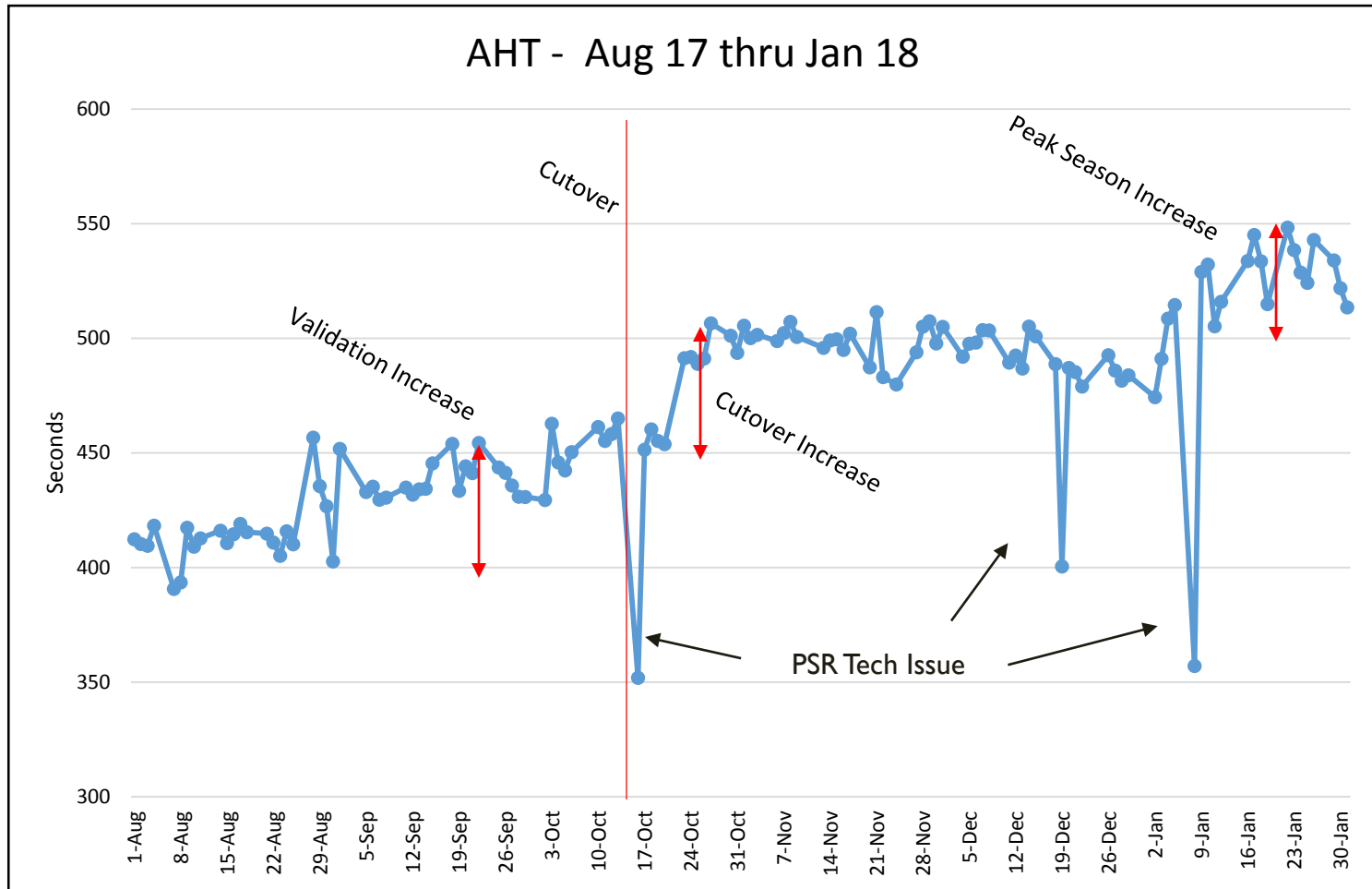
- Peak Season Comparison - January



Contact Center Challenges

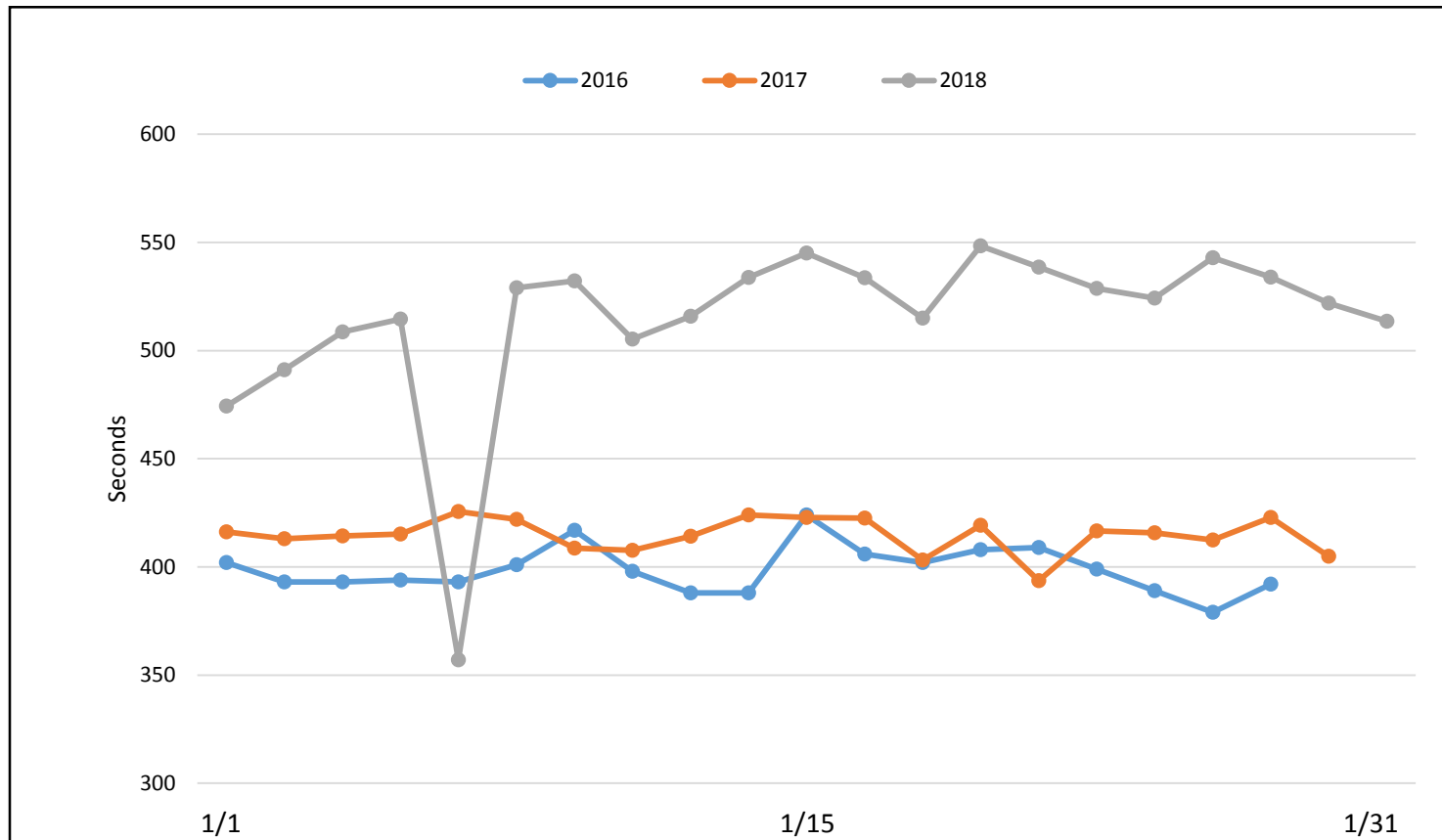
- Quick implementation resulted in operational issues
 - Trade off between IT security and customer services
- New processes increased Average Handle Time (AHT)
 - Strong Passwords
 - Validations
- Increased capacity resulted in queuing

Average Handle Time Increase



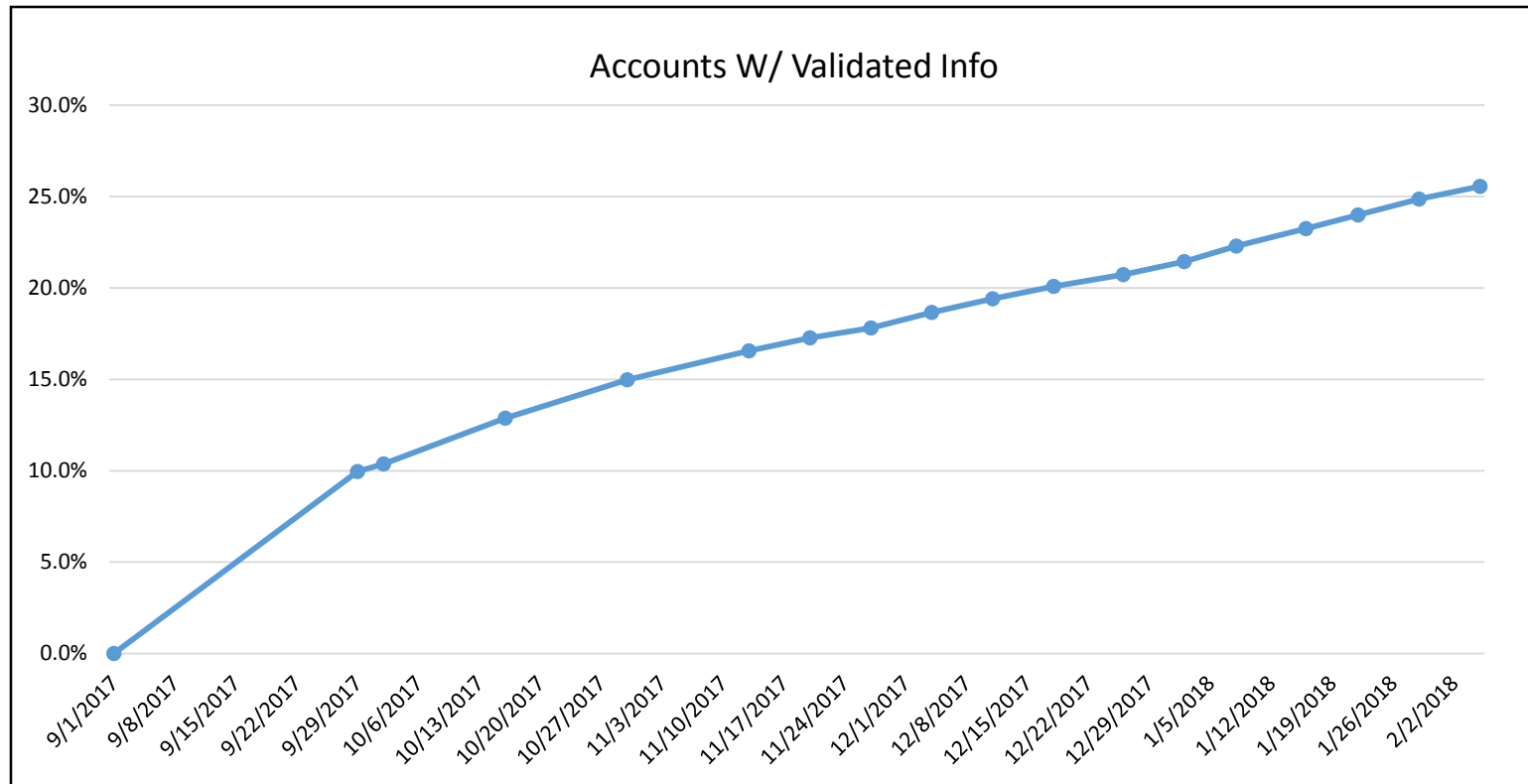
Processing Time Changes

- Peak Season Comparison - January



Validation

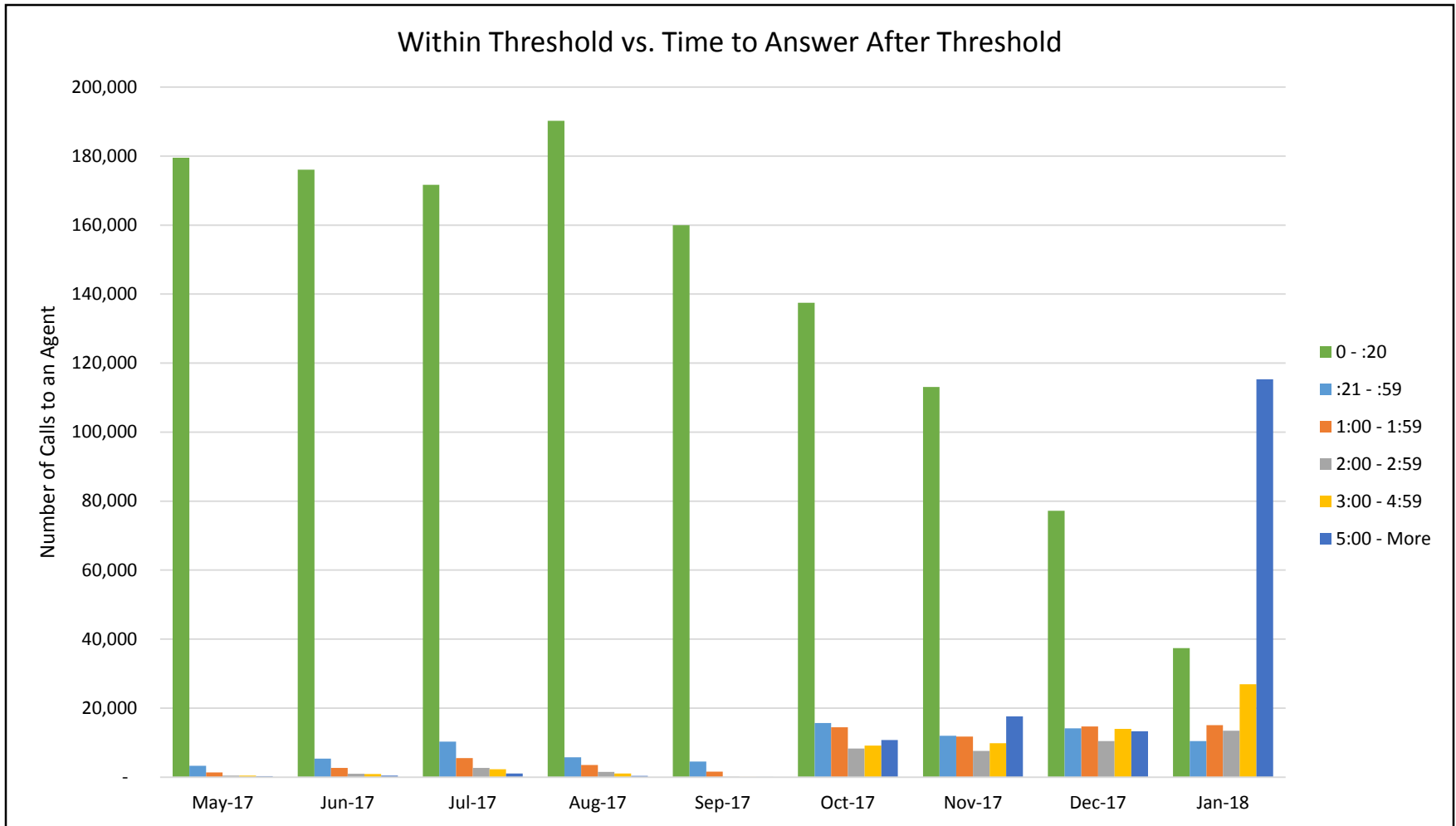
- 1.3 Million accounts have validated info



Service Delivery Effects

- Longer wait times
- Reduced efficiency of contact center services
 - E-messages
 - Written correspondence
 - Outbound calls
- Participant queuing
 - Increased abandoned calls
 - Inflated volume

Before & After 20 Seconds

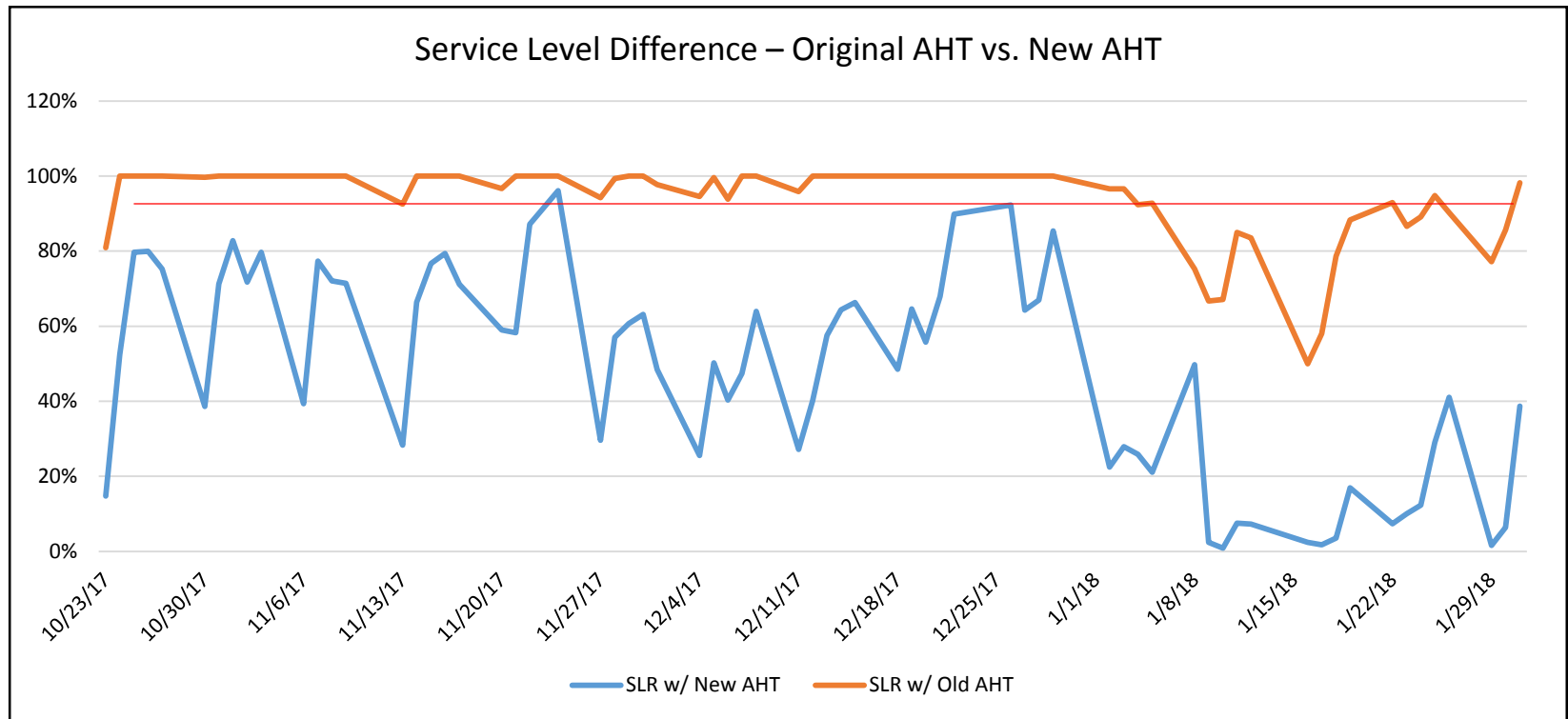


What We've Done

- Staffing Increases
 - Increased staff by 15% in addition to 15% increase for Blended Retirement System
 - Extended contact center hours
- Business Improvements
 - Continued tech refinement / issue resolution
 - Enhanced messaging (IVR, web, etc.)
 - Established redundant contact center hours

SLR Comparison

- Projected difference with old vs. new AHT
 - Includes actual volumes which are likely inflated
 - Indicates our planning would have been successful



What We're Doing

- Staffing Increases
 - Working with contractor partners to staff to meet new demand
 - Continue after hours work for non-phone tasks
- Business Improvements
 - Continue tech refinement
 - Begin project to increase self-service options
 - Implement new work force management tool