



# Benefits and Services Committee

## Item Number 3 – Open Session

**Subject:** Contact Center Overview

**Presenter(s):** Shani Keyser Boes

**Item Type:** Information

**Date & Time:** May 3, 2023 – 15 minutes

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**Attachment(s):** None

**PowerPoint(s):** Contact Center Overview

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### **Item Purpose**

The purpose of this item is to provide the Committee an overview of the Contact Center. This high-level overview will include a snapshot of the organization's structure, a summary of the functions that are required to operate this part of our business, and the successes that have been achieved.

### **Background**

The level of service provided is important to everyone, including our Benefits and Services Committee. We are taking this opportunity to expose the committee to the priorities and performance of our Contact Center business.

### **Executive Summary**

The CalSTRS Contact Center is housed within the Customer Service division. Within the division there are many functions that support the operations of the Contact Center. This presentation will expose you to what it takes to run a contact center, from hiring and training to how we ensure our members and beneficiaries are satisfied with their interaction with us. Shani Keyser Boes, the director of the Customer Service Division will share how we measure the success of that part of our business and a bit about what the future holds.

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Strategic Plan Linkage: Goal 2: Leading Innovation and Managing Change: Improve Services to Enhance the Customer Experience.

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Board Policy Linkage: [Benefits & Services Committee Charter](#)

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