



CALSTRS[®]



**Contact Center
Overview**

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CUSTOMER SERVICE DIVISION: OUR BUSINESS STRATEGY

We strive to provide best-in-class service. We believe that great service stems from great people that work in a happy, engaging, and productive environment. Therefore, if we hire great people and treat them well, in turn, they will treat our customers well and provide extraordinary service.

Customer Service Division



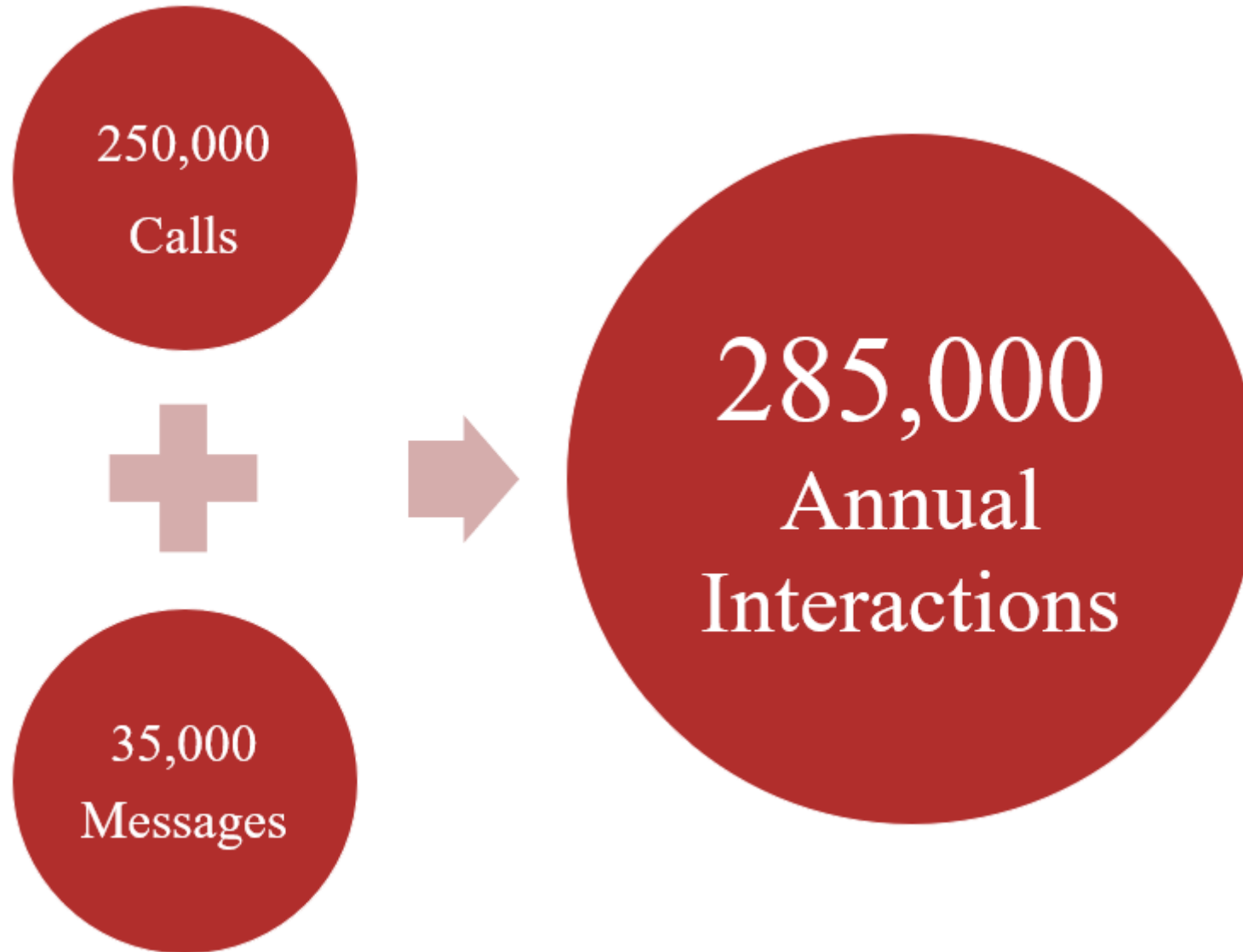
A Contact Center agent's role

- Providing quality and timely service to our members and beneficiaries
- Ensuring the security of our member's accounts
- Partnering with and representing many areas of CalSTRS



**To our members, we are the voice of CalSTRS.
To our colleagues in other divisions, we are the voice of our members.**

Our Contact Center work



Identifying and preparing talent

Recruiting

- Process
- What we look for in the ideal candidate

Training

- Content
- Seven-week New Employee Training (NET)
- Learn and apply approach

Ongoing Development

- Coaching
- Refreshers
- Updates
- Career support and development



Our support structure



How we ensure our quality



Contact Center performance

| Service Performance Objective Measure | Target | FYTD |
|--|---------------|-------------|
| Contact Center calls answered within 30 seconds | 75% | 92% |
| Average speed to answer calls | 90 sec | 14 sec |
| Abandoned calls | < 3% | 0.45% |
| Members expressing a high level of satisfaction with service during their most recent Contact Center experience (calls) | 75% | 95% |
| Average # of business days to respond to online messages | < 2 days | < 1 day |
| Members expressing a high level of satisfaction with service during their most recent Contact Center experience (messages) | 75% | 78% |

Points of pride

- ✓ An after-call survey was implemented to receive real-time feedback from our customers. Since then, over 70,000 customers responded to our survey and were 97% satisfied with their experience with the agent.
- ✓ Customer Service Division team members transitioned from a remote to a hybrid work environment while maintaining a high level of service for our members/beneficiaries.
- ✓ Our leaders have a high degree of focus for developing their direct reports.
- ✓ We strive for a culture of continuous improvement and innovation to ensure the best possible customer experience.
- ✓ The staff-led committees and workgroups that contribute to our division's success.

Our future

- ❖ Continue to engage in activities that will have a positive impact on our customers, our team members and our work environment.
- ❖ Ensure no service level interruption as we move to 200 Waterfront.
- ❖ Leverage and implement new technology to achieve our goals and create a low-effort customer experience.