

Enable • Reduce • Analyze • Improve

Any Channel Engagement (ACE) Centers



Federal Agency Customer Experience Act of 2017

Congress recently introduced the Federal Agency Customer Experience Act of 2017 and it continues to make progress toward becoming law.

While the mission of several agencies is to provide good service, this bill focuses on making sure the *experience* meets customer expectations.

In many cases, customer service agents lack access to the information they need to provide high-quality, effective, and efficient services. Additionally, outdated business processes and systems further limit an agency's ability to meet the goals of the new act.

Acumen Solutions' Any Channel Engagement (ACE) Centers solution enables federal agencies to implement a customer-centric experience center that supports all desired channels in months, not years.

ACE Centers:

- Increase first touch resolution
- Enable customer self-service
- Increase engagement across channels
- Reduce call duration by 30-70%

Any Channel Engagement (ACE) Centers



Meet All Laws, Requirements, Policies, and Directives for

Federal Contact Centers: Not just those that are known today, but also those that are yet to come. Having a technology solution that is compliant today and is agile enough to support the latest research and best practices is a must. ACE Centers, built on the Salesforce platform, provide security, functionality, and agility.



Use Performance Metrics to Influence Business Rules and Drive Improvements:

The only way to know if your agency is providing high-quality, courteous, effective, and efficient services is to collect data, assess activities, then act on those insights. ACE Centers incorporate measurement, reporting, and quality assurance programs directly into the solution while making accurate performance measures for agents, supervisors, and managers all available in a single platform.



Allow Your Agents to Do Their Jobs More Easily:

ACE Centers capture and track every customer interaction across all channels. Using a single system to access relevant information makes it easier to address customer requests and inquiries and exponentially increases customer satisfaction, reduces agent frustration, reduces call duration, and most importantly, improves the customer experience. ACE Centers are designed with quality and efficiency in mind. They have an intelligent knowledge base that makes important content easy to create, find, and continuously improve.



Collect Customer Feedback:

Having the ability to track customer information is powerful. Using that information to capture feedback and subsequently analyzing that feedback to identify trends is transformational. Acumen Solutions' ACE Centers track each interaction, leverage text analytics to evaluate those interactions, capture customer feedback using surveys, and bring all insights together to identify operational improvements.

How it Works

With Acumen Solutions’ Any Channel Engagement (ACE) Centers solution, agencies can become customer-centric and Federal Agency Customer Experience Act compliant at the same time.

As part of the ACE Centers effort, Acumen Solutions works with agencies to ensure that they have the required network access, contact center facilities, customer service and support staff, and hardware and software. Acumen Solutions supports fully outsourced, fully insourced, and hybrid models.

ACE Centers leverage the power of Salesforce Service Cloud, Community Cloud, and App Cloud, all of which reside in a secure government-only environment. Acumen Solutions has built predefined business processes, integrations, toolkits, security specifications, and compliance configurations to allow agencies to implement customer-centric experience centers confidently and quickly.

Predefined Business Processes	Predefined Integrations	Pre-Built Toolkits	Security and Compliance Configurations
<ul style="list-style-type: none"> ■ Web and email case capture ■ Case auto assignment ■ Interaction tracking omni-channel routing ■ Case team collaboration ■ Case escalation rules and queues 	<ul style="list-style-type: none"> ■ CTI & chat ■ Data source systems ■ Business apps (HR, QA, Customer Feedback) 	<ul style="list-style-type: none"> ■ Knowledge base population tools ■ Federal case data model ■ Email relay ■ Channel aggregation 	<ul style="list-style-type: none"> ■ Single sign-on ■ 508 ■ FERPA ■ HIPAA ■ FISMA ■ CJIS ■ Federal Customer Experience Act

ACE Centers help agencies support their mission, increase agent productivity, decrease call volumes, decrease costs, maintain compliance, and identify opportunities for ongoing improvement.

Who We Are and What We Do

Clients choose Acumen Solutions for one simple reason: our experience delivers success. Joining forces with our clients, our teams of strategists, subject matter experts, and engineers solve problems that can’t be fixed by technology alone. As a Salesforce Global Strategic Alliance Partner, the Fortune 500 trust us to build solutions that grow revenue and strengthen customer relationships. Our groundbreaking solutions in the public sector streamline operations and improve productivity. We apply the same expertise to our unparalleled social responsibility program, generating sustainable impact across our local communities.

