



U.S. Department of Labor
Equal Employment Opportunity Commission (EEOC)
National Contact Center (NCC)

***Implementing Consolidated Contact Center
Services for EEOC***



Case Study

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Implementing Consolidated Contact Center Services for EEOC

The Challenge

The U.S. Equal Employment Opportunity Commission (EEOC) is responsible for enforcing laws prohibiting discrimination in the workplace, including Title VII of the Civil Rights Act of 1964, the Age Discrimination Act of 1967, the Equal Pay Act of 1963, Title I of the Americans with Disabilities Act of 1990, sections of the Rehabilitation Act of 1973, and the Civil Rights Act of 1991.

In the past, EEOC's field office staff spent considerable time performing various contact center functions, including responding to live telephone calls and written correspondence. There was no uniform system for responding to public inquiries, resulting in uneven capabilities and performance across the 51 field offices, no means of gathering statistical data, and no system or process to provide quality control.

The Solution

In 2004, EEOC selected Vangent to fulfill its customer contact and call center services within a new National Contact Center (NCC), integrating current Internet-based information services, call center capabilities, and appropriate knowledge management and information technologies. The information used to respond to inquiries is provided through a multi-channel contact solution, including live, toll-free inbound telephone assistance; interactive voice response (IVR); TDD/TTY services for the hearing impaired; e-mail, fax, and written correspondence; and Web self-help. We supply both English and Spanish language support for each service channel and offer live translation services for other languages. We offer attended services from 8 a.m. to 8 p.m. ET, Monday through Friday, and automated services on a 24/7 basis.

To reduce development costs and take advantage of available, proven contact center technologies, Vangent uses commercial off-the-shelf (COTS) solutions that provide accurate, consistent, and understandable information. We provide a telecommunications network infrastructure, including call routing

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via FTS2001 lines, a scalable and programmable call management system, and workforce management software. The Call Management Server reporting system and the Workflow Management server provide monitoring and reporting requirements. Data is tracked through the desktop application. Data such as customer demographics, complaints, and inquiry types are entered and tracked through the desktop application, where they are accessible for reporting and analysis.

Customers may use different channels to acquire EEOC-approved information and responses to FAQs, including the EEOC Web site and the NCC's IVR system—both of which are connected to the knowledge base. Regardless of the channel, customers receive consistent information and answers.

The Results

Vangent began performance of the contract on September 20, 2004. We began fielding inquiries on March 21, 2005, after a 6-month start-up period.

The NCC marked the first phase of the EEOC's repositioning effort to enhance the agency's enforcement presence and delivery of services. In August of 2006, after the initial 18-month pilot was completed, EEOC voted to extend the contract with Vangent. Former EEOC chair Cari M. Dominguez said, "We are already seeing demonstrable progress in providing better access and serve to the public, as evidenced by the high marks the NCC recently received in a customer satisfaction survey...another year will provide the time to ensure that the NCC is operating as effectively and efficiently as possible."

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