



Government Contact Services Community of Practice

Vision and Principles

Community

- United and learning together to best serve our evolving customers

Consistency

- Uniform high levels of service and accuracy

Cooperation

- Proactively partnering to enhance our support effectiveness

Customer focus

- Guided by the goal of positive and effective customer experience

Channel diversity

- Easily accessible via the customer's preferred means

Clear communication

- Transcending challenges to effective interaction

Continuous refinement

- Innovating and adapting to evolving customer needs and expectations

Comprehensive interconnectivity

- Easy customer reach across agencies, systems, and levels

Collaborative knowledge-based culture

- People who value, share, and focus information for customer success

Commensurate internal support and external service

- All customers experience the same high levels of focus and service