



VOYAGE FEDERAL CONTACT CENTER CONSOLIDATION AND OPTIMIZATION

Modernizing Federal Contact Centers Through Consolidation and Performance Excellence

THE CHALLENGE: *Managing Complexity at Scale*

Federal agencies rely on contact centers to support high consequence missions, yet the operating environment has become **increasingly complex and difficult to manage**. Many face challenges such as:

- **Large Call Volumes** – Federal agencies field 10-20% more calls than commercial businesses.
- **Stressful Missions** – Including suicide prevention, homelessness, fraud, waste and abuse, claims processing.
- **Resource Abundance** – Agents and callers navigating millions of source documents, limiting effective problem solving.
- **Many Channels** – Large agencies operating 60+ contact centers, creating navigation challenges.
- **Lack of Central Control** – Need for leadership that defines and enforces a unified consolidation strategy.

OUR SOLUTION AND APPROACH

Voyage brings **16+ years of experience** supporting 20+ Tier 1-4 Federal and Commercial contact centers, each averaging 200+ agents.

- | | |
|---|---|
| <ol style="list-style-type: none"> 1 INVENTORY 2 BENCHMARK 3 CONSOLIDATE 4 OPTIMIZE | <p>Conduct a 90 day whole system inventory including people, process, policy, and technology</p> <p>Identify high and low performing contact centers</p> <p>Create a consolidation roadmap combining low and high performers and migrating select centers to BPO partners</p> <p>Collect performance data and continuously optimize</p> |
|---|---|

VOYAGE IN ACTION *Proven Results in Mission Critical*

- VA** U.S. Department of Veterans Affairs
- **Issue:** Fragmented analytics, workforce management, and knowledge tools limited service recovery and slowed case resolution
 - **How Voyage Helped:** Introduced real time intraday management and automated time off, restructured workforce management, and built dashboards and SOPs, saving approximately 100 hours per month and increasing agent adherence from 91.5 percent to 93 percent

CENTIVO.

- **Issue:** Call handling times averaged 5-16 minutes, double benchmark, driven by coaching gaps and underutilized QA tools
- **How Voyage Helped:** Delivered a 5 week coaching program with daily quality monitoring and real time scorecards, improving efficiency by 30%+, reducing AHT by 126 seconds, and generating \$400K-\$744K in annual savings while maintaining quality

WPS HEALTH SOLUTIONS

- **Issue:** Five plus contact centers operated without unified workforce management or service management, limiting performance visibility and increasing operational risk
- **How Voyage Helped:** Implemented workforce management tools and administered ServiceNow, including RAID tracking, dashboards, and productivity systems, delivering 15% productivity gains

MARKET PERSPECTIVE

**+\$20
BILLION**

\$20B per year spent on Federal contact centers

Source: U.S. General Services Administration

BENCHMARK	FEDERAL	COMMERCIAL
First Call Resolution	60-70%	80-90%
Abandon Rate	8-15%	2-5%
Average Handle Times	9-14 MINUTES	4-7 MINUTES
Case Resolution Time	2-5 DAYS	1 DAY

TOOLS

Voyage has a history of working with best in class contact center solutions such as:



Federal contact centers operate in one of the most complex service environments, yet proven commercial models show that better performance at lower cost is achievable.

This gap is where opportunity lies.

NEXT STEPS: ADVANCE CONTACT CENTER PERFORMANCE

Whether your agency is beginning consolidation efforts or optimizing existing operations, Voyage brings the experience and execution discipline to deliver measurable results.