

FRTIB

Contact Center

PRESENTED BY
THE FEDERAL RETIREMENT
THRIFT INVESTMENT BOARD

April 23, 2018



Thrift Savings Plan

FEDERAL RETIREMENT THRIFT INVESTMENT BOARD
77 K Street, NE · Washington, DC · 20002
1-877-968-3778 · tsp.gov

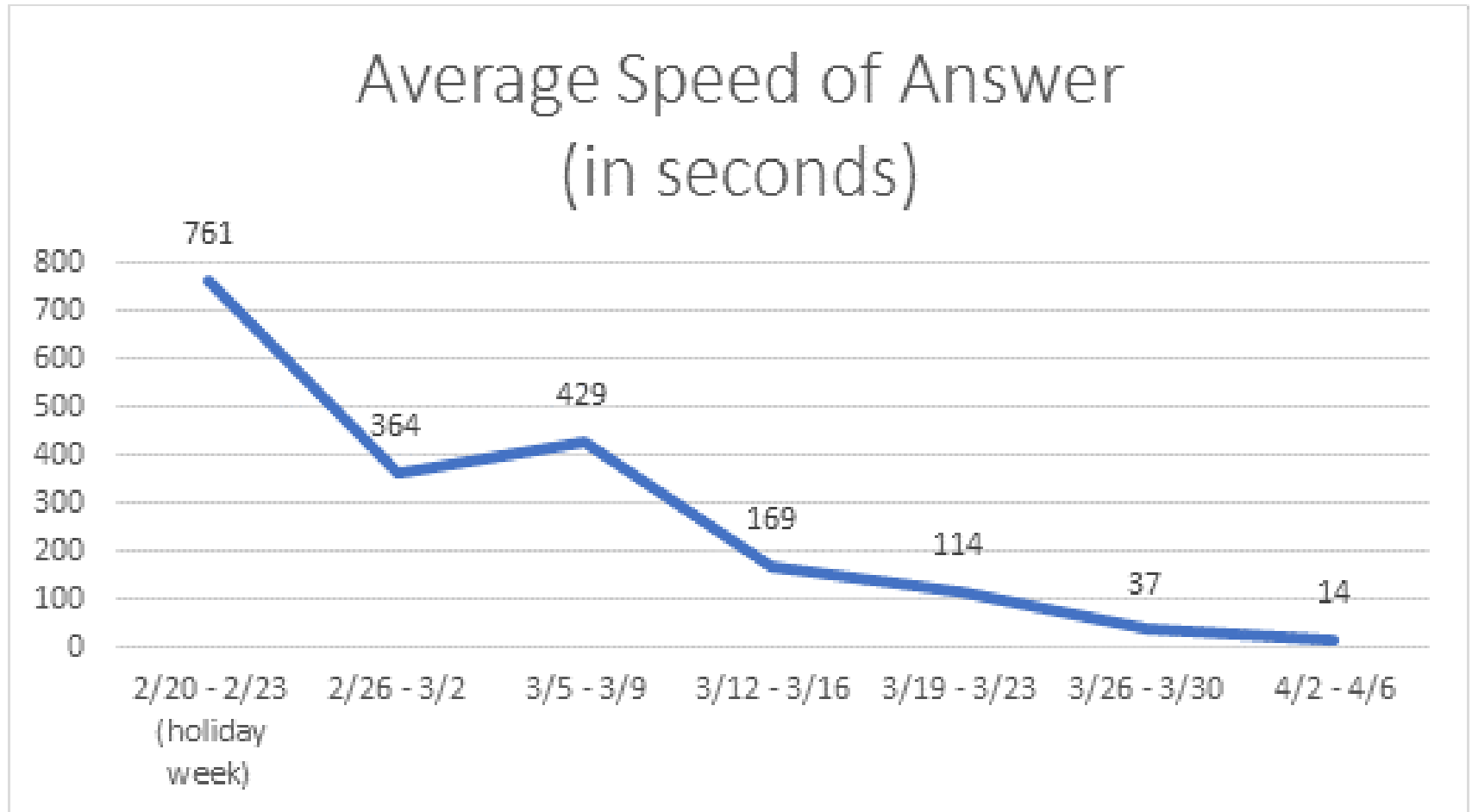
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Contact Center Update

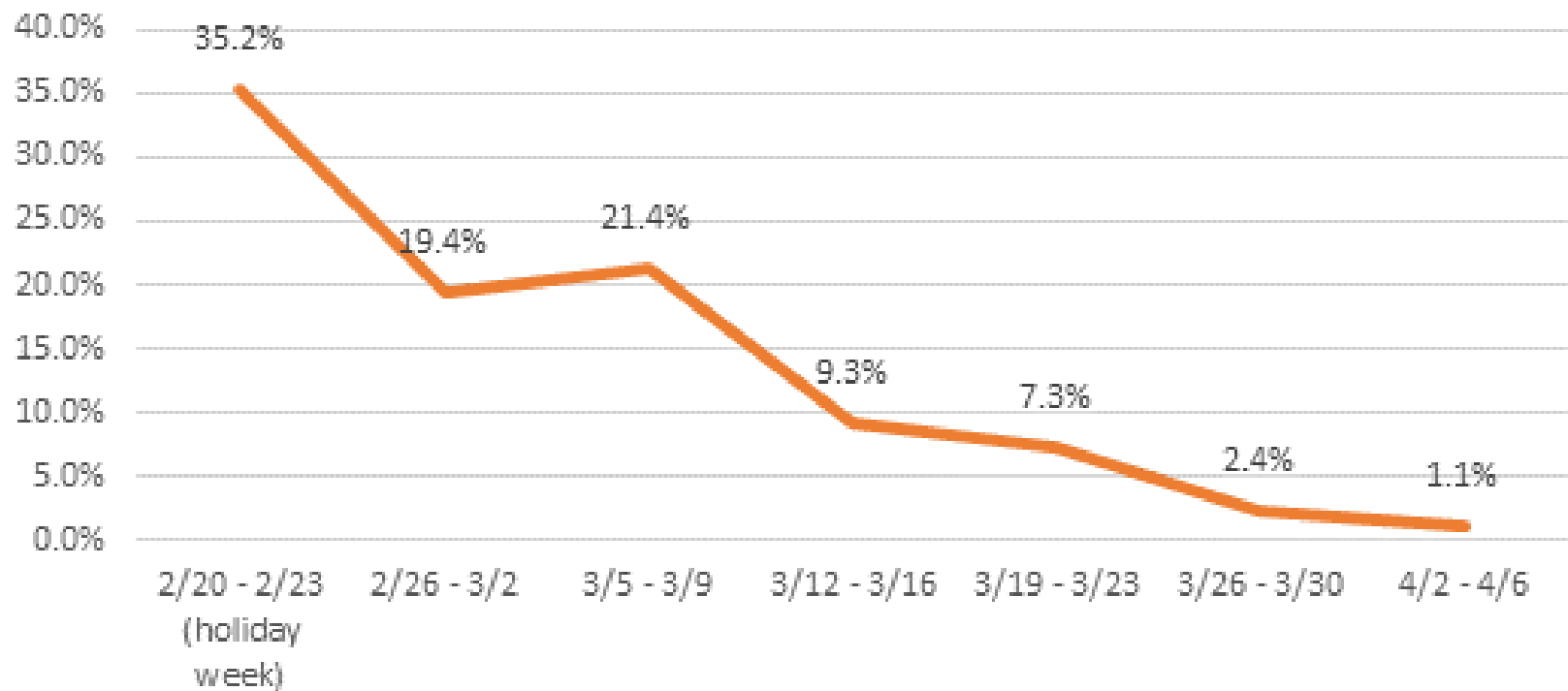
- Normalizing phone call service levels
 - Improved Average Speed of Answer
 - Reduced Abandonment Rate
- Achieved through:
 - Addition of new staff
 - Reduced volume
 - Expediting training time

Contact Center Update

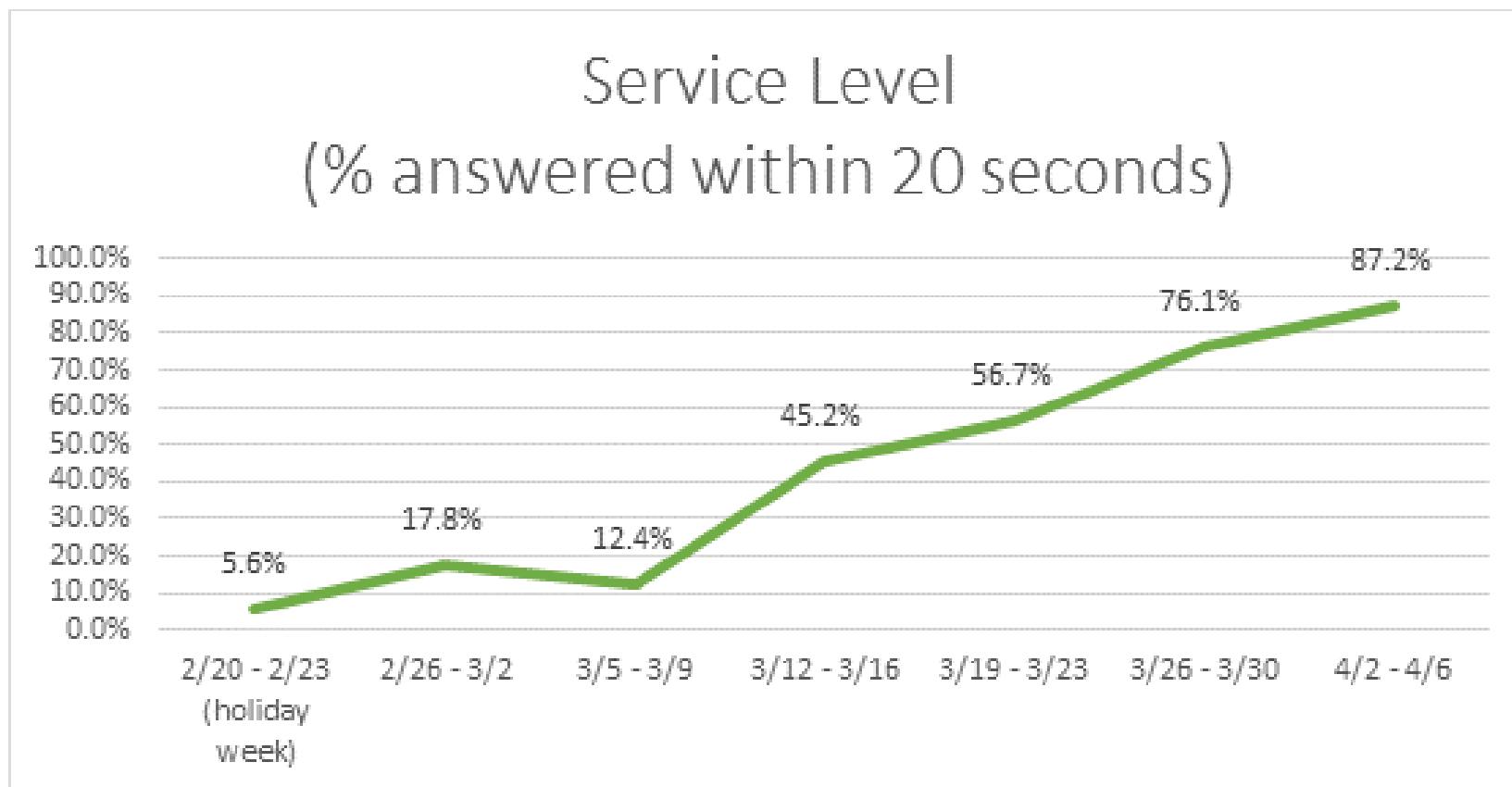


Contact Center Update

Abandonment Rate



Contact Center Update



Contact Center Queue Messaging

- Worked with OCE partners to craft messaging on various topics:
 - Estimated wait time to speak with an agent
 - TSP website promotion for self-service
 - Other Common Topics (i.e. loans, withdrawals, address change requests, etc.)
- Working with OTS partners to develop a technology solution
 - Submitted business requirements
 - Currently going through IT Governance process for review