

Contact Center Update

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Thrift Savings Plan

FEDERAL RETIREMENT THRIFT INVESTMENT BOARD
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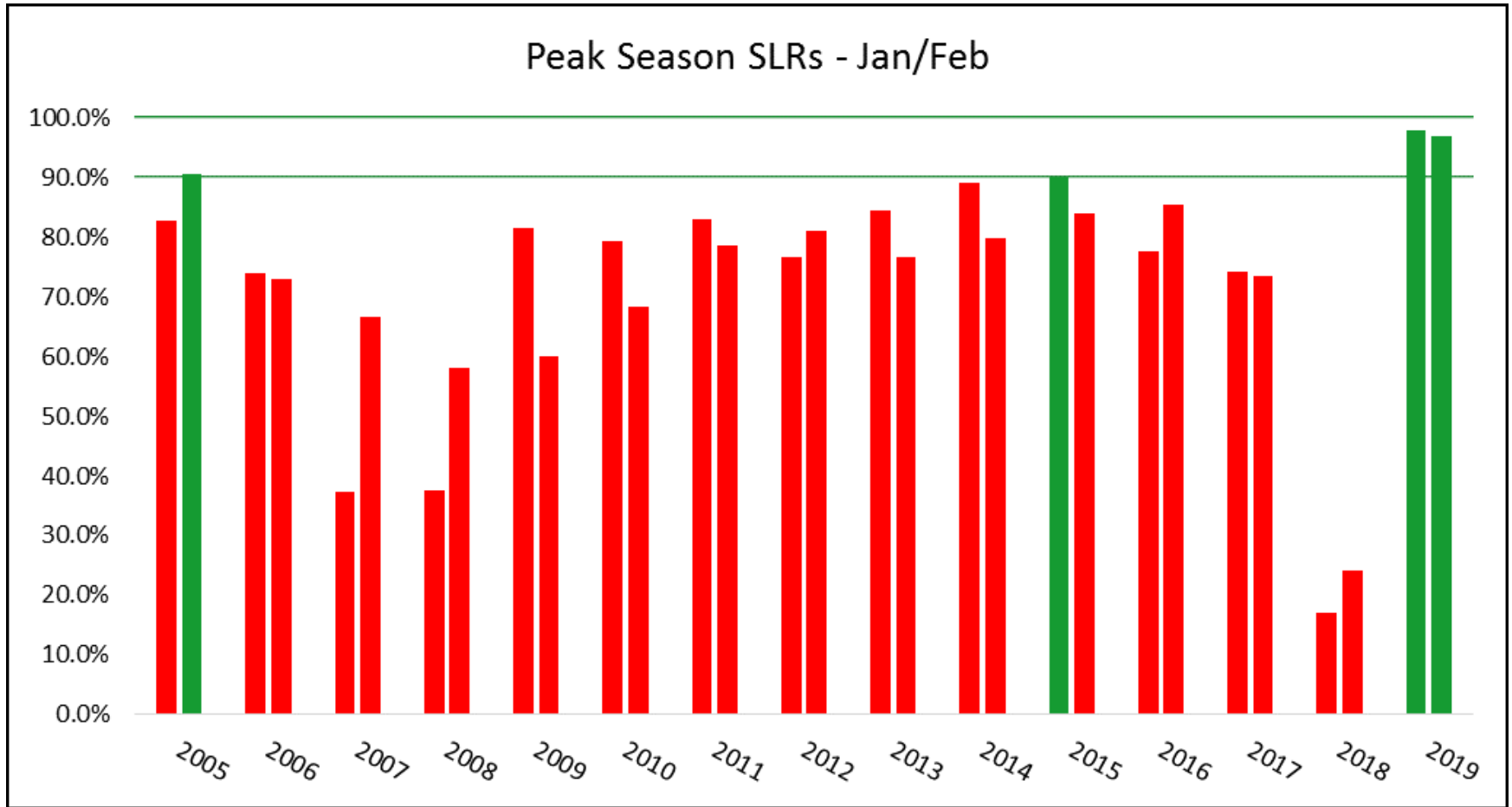


Contact Center Update

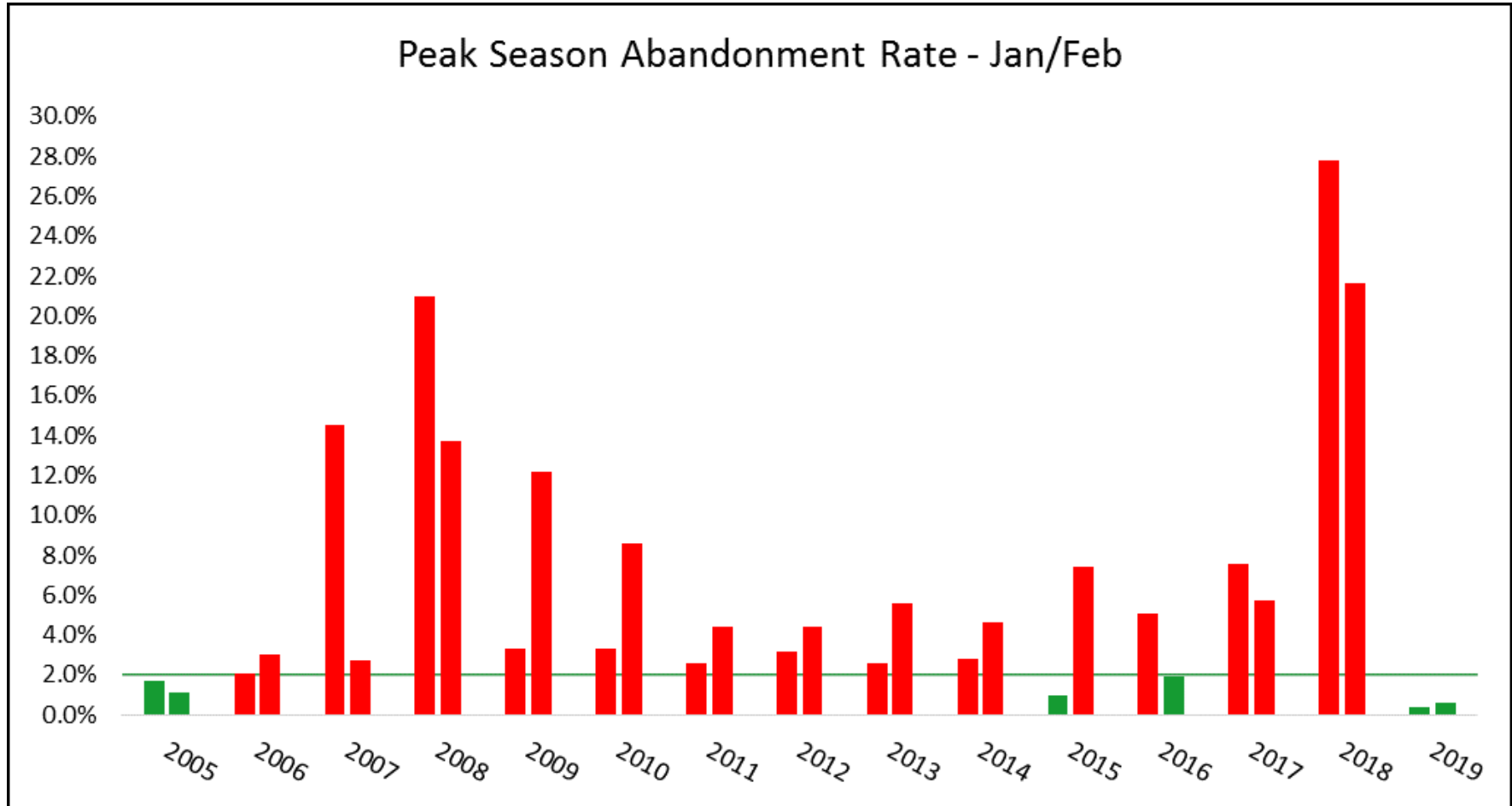
- Capacity Problem
 - Technology / Bandwidth
 - Human / Service Availability
- Increased Capacity
 - Redesigned architecture and improved bandwidth
 - Added more agents at a new site



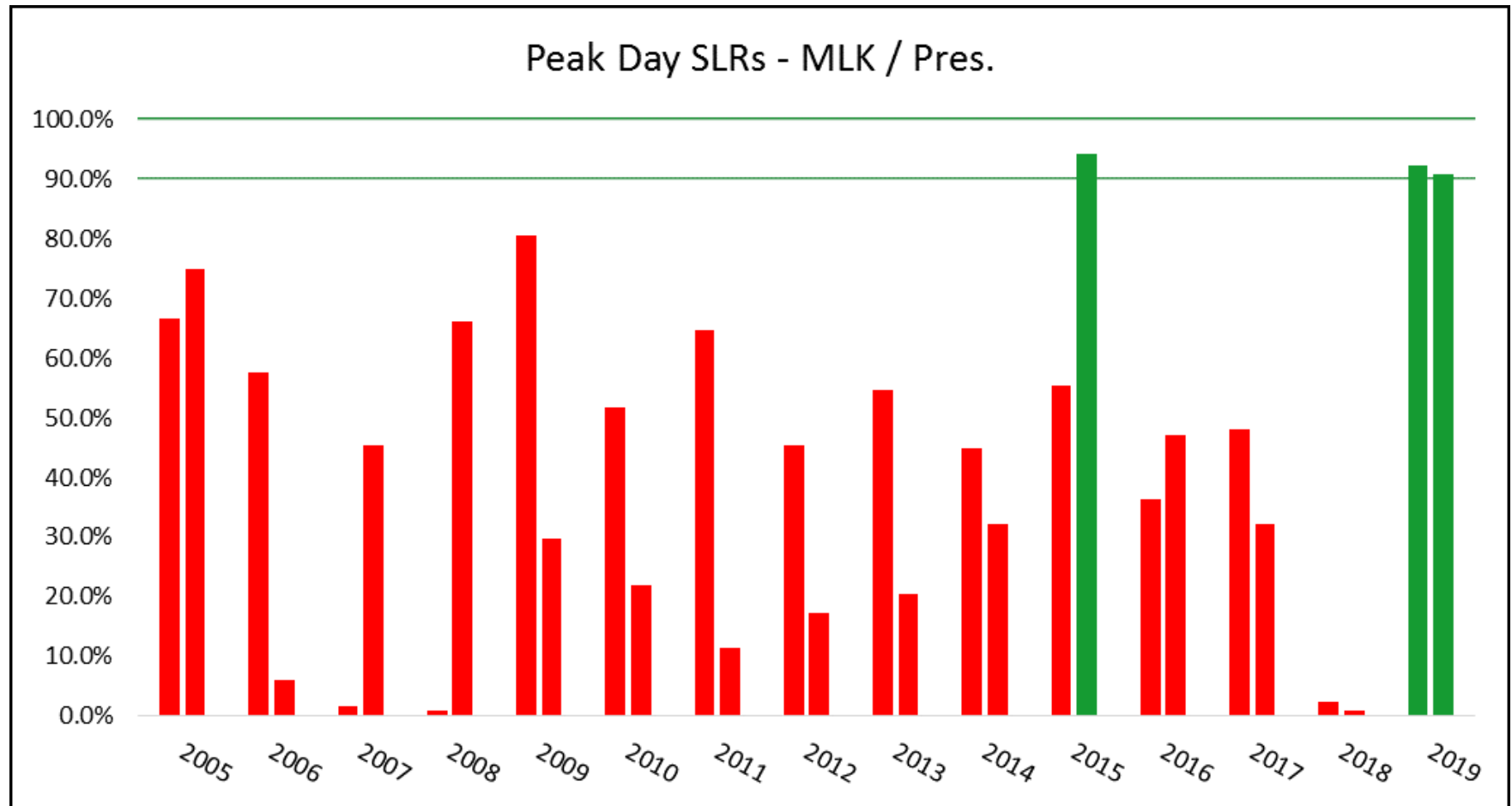
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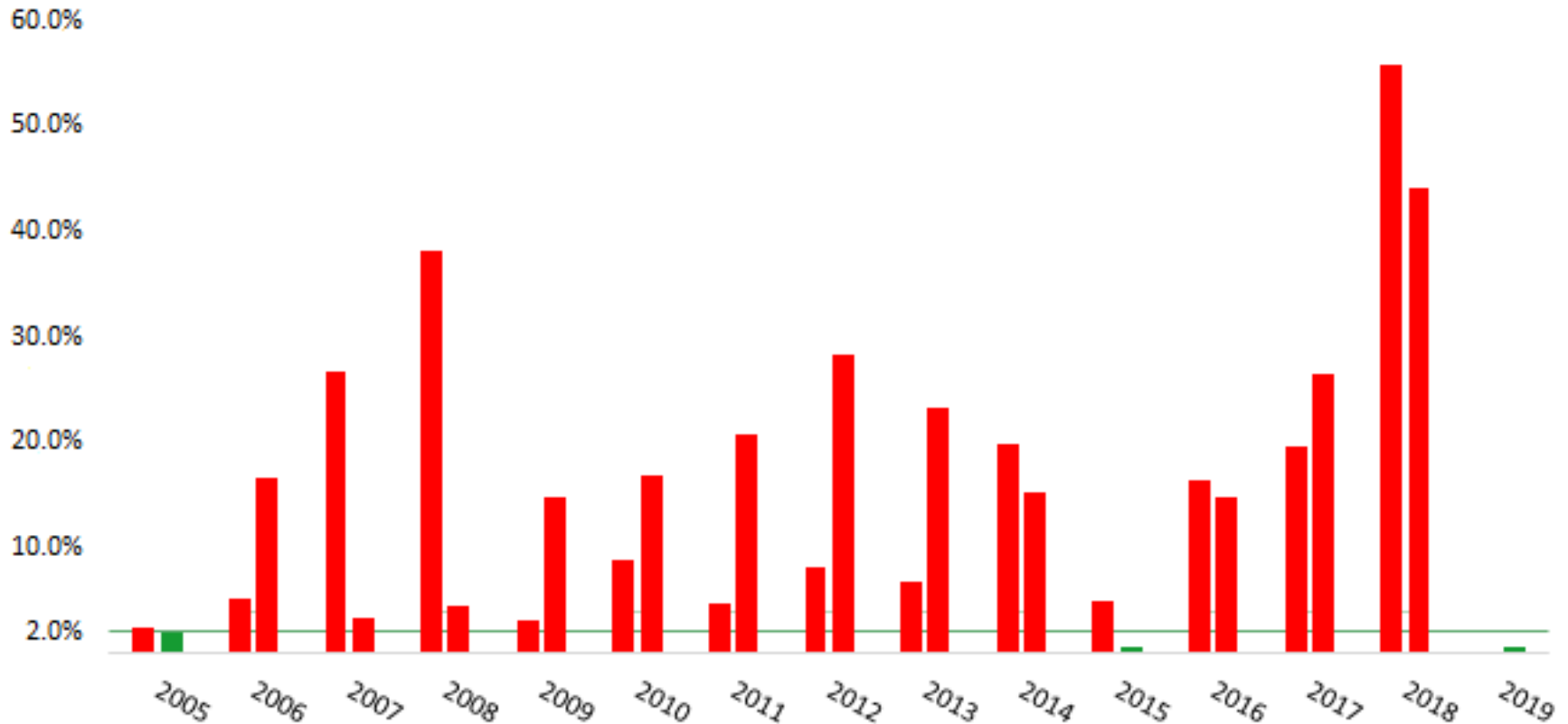


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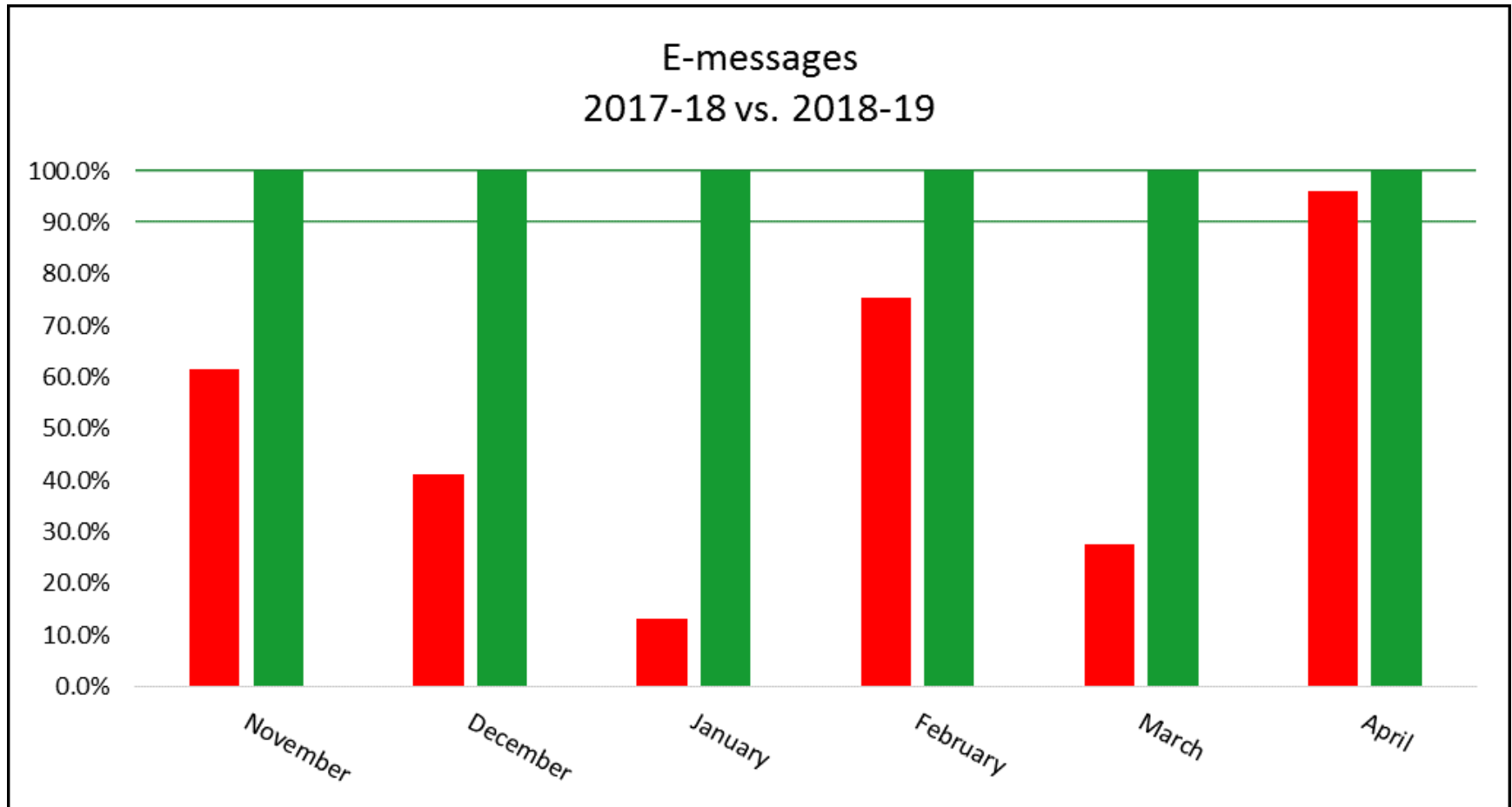


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Peak Day SLRs - MLK / Pres.



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