

Enhanced Customer Service Delivery Fact Sheet

As of July 2013

Summary/Background:

Under the umbrella of GSA's Schedules Modernization program, several solutions are being pursued in order to increase efficiencies, drive down pricing, improve our customer's experience with Multiple Award Schedules (MAS), and make MAS easier to use. One solution is called Enhanced Customer Service Delivery (ECSD).

The core of the Enhanced Centralized Customer Service Delivery solution is to provide a centralized customer contact support center. The goal of this solution, which will utilize a three-tiered approach, is to ensure a consistent and high quality experience is received by every customer seeking acquisition assistance and/or access to GSA's MAS subject matter experts. By enhancing and centralizing the contact support center, customers, stakeholders, and industry will begin to experience new and streamlined ways of interacting with GSA.

Facts

- Under GSA's previous customer service model, there were seven toll free phone numbers. The new ECSD model will offer one toll free phone number for all Acquisition Operations (AO) schedules. **The centralized number, effective 8/1/2013 will be 1-800-488-3111.**
 - The centralized phone number is consistent with industry practice,
 - Makes use of the oldest NCSC number which was previously in circulation and reflected in most key documents,
 - Standardizes the phone number for all MAS schedules, and
 - Does not increase the number of prompts in our customer service phone tree.
- In addition, effective 8/1/2013, several gsa.gov and eLibrary web pages will be revised to reflect the standard email address of mashelpdesk@gsa.gov. Regardless of the Schedule or Acquisition Center, this will be the primary contact email address.
 - This standardization will help simplify how our customers contact us.

Program Benefits and Goals

ECSD will:

- Result in a centralized customer contact center as part of Schedules Modernization
- Help identify and implement solutions that will raise standards, increase expectations of performance, increase value, and increase usage of the MAS program.
- Improve customer service through expedited acquisition assistance and access to GSA's Multiple Award Schedule subject matter experts

General Supplies and Services (GSS)

Acquisition Operations (AO)

- Increase transparency into resolution timeframes
- Increase visibility of customer opportunities and contacts
- Support program and organizational changes