


PAST PERFORMANCE - VERIZON (INFRASTRUCTURE & OPERATIONS)

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| Industry | Telecommunications |  |
| Name of Contracting Activity | Verizon | |
| Contract Number | VOL018092006 | |
| Contract Type | Time and Materials | |
| Total Contract Value | \$17,000,000.00 - \$31,000,000.00 Annually | |
| Project Officer | VP Call Center Operations | |
| Project Description | | |
| <ul style="list-style-type: none"> Responsible for all customer service and support activities and services supporting thousands of Verizon employees Responsible for all technology, provisioning, and facilities Provided over 850 contact professionals in two large contact centers (Norfolk and Tampa) Successfully handled over 8 million calls annually Labor Category - Clerical, Administrative, IT, Database Admin, Data Analysts, Report Generators, Trainers, Quality Assurance, Executive Management, and HR Professionals. | | |
| Hardware and Software Technologies Used | | |
| <ul style="list-style-type: none"> O&M on Rockwell, Teloquent, Avaya ACD, CMS products Supported NICE & Witness QA and Monitoring products Proficient users for Cisco Networks, Remedy Help Desk Ticketing, SharePoint, Oracle, Crystal Reports, SQL, Siebel CRM, and various predictive and auto dialers | | |
| Customer Satisfaction | | |
| <ul style="list-style-type: none"> CAEI was consistently Verizon's Number 1 Customer Service organization for the duration of the contract SLAs were met every month, without exception. CAEI was asked to assume responsibility for the Tampa center due to a poor performing incumbent. CAEI Centers became the #2 most highly rated center in Verizon's network of over 15 centers worldwide. Verizon's performance ratings were based on standard Service Center metrics, including customer satisfaction, service level, FCR, and ASA among others. | | |