



# Customer Services and Support Service Delivery Transformation Roadmap

July 2012

TODAY

July 2013

July 2014

July 2015

## ACCESS

Consolidated Marketing

Employer Access Improvements

Webinar and Computer-Based Training Expansion

Additional Access Channels

IVR Self Services Expansion

## QUALITY

Core Competency Training

Streamline Core Business Processes

Full Voice of the Customer Satisfaction Picture

Website Usability Improvements

## EFFECTIVENESS

Business Intelligence Analytics

my|CalPERS Member Self Service & Enhancements

Contact Center Technology Upgrade

Backlog Reduction

Social Media Customer Relationship Management

my|CalPERS Self Service Marketing

## SERVICES

Complex Case Management

eSubscription Enhancements

Multi-Lingual Services

Event-Triggered Outreach

Life Cycle Education