



## Next generation customer service operations and back office support

WSP USA's deep understanding of our clients' and their customers' needs, coupled with our insight into technology, process and innovation, drives our continuous focus on excellence applied to customer convenience, services and delivering superior customer experiences.

WSP is a globally recognized pioneer in toll roads, ITS, traffic management and transportation infrastructure and operations. Through our holistic experience in transportation and our culture of innovation WSP has developed the customer service center (CSC) of tomorrow.

WSP prides itself on bringing customer facing technology and best practices from external industries such as banking and finance to the tolling industry. A key feature is our cloud based architecture which allows us to continuously innovate modernize call center telephony and customer contact channels.

More importantly are our people. WSP believes in the long term development and retention of our call center staffs through continuous training via WSP University, flexible onsite and remote work locations as available and auditing and awarding of performance.



*Your leading partner in tolling operations*

### OUR SERVICES

#### Back office and customer service center operations

- Mobilization and program establishment
- Seamless transition leadership and support
- Violation processing
- Staffing and training
- Workforce management
- Customer service center and virtual operations
- Account management and billing
- Toll tag distribution
- Case/court room management
- Field maintenance support
- Data analytics and performance management
- Marketing campaigns

#### Technology services

- IT technology design, integration and maintenance
- Omni-channel telephony services
- AWS cloud enabled services including interactive voice recognition (IVR)
- Use of artificial intelligence bots to service and route inquiries more efficiently
- Active technology life cycle management
- IT administrative services
- Telecommunications and networking
- Software management
- Cyber security design and management
- License plate image reviews
- CSC website development and management

## GOALS FOR OUR CUSTOMERS

### Automate and optimize the customer experience

- Increase communication channels
- Increase self service functionality
- Predictive interaction with account analysis to identify areas of action

### Automate and optimize the agent experience

- Remove/reduce unnecessary contacts
- Real-time agent assist
- Increase quality feedback frequency with real-time customer sentiment analysis

### Reduce costs, improve quality and gain efficiencies

- Active technology management through cloud-based services
- 100% quality on all contacts across all channels
- Increase contact deflection through automation; reduce headcount and handle time

As a testament to our work, WSP has received several awards from the International Bridge, Tunnel and Turnpike Association (IBTTA) in conjunction with its Toll Excellence Award program.



### 2020 WINNER IBTTA TOLL EXCELLENCE AWARD WITH E-470

*E-470'S PROACTIVE TRAFFIC MANAGEMENT PROGRAM*

*WSP – promises backed up by performance*

**99.7%**

Customer satisfaction

**98.6%**

First contact resolution

**98.8%**

Call handle rate

**< 1 day**

Customer inquiries response

**> 99%**

KPI goals

**1.65%**

Call abandon rate

**13.5 hours**

Fulfillment response

## ABOUT WSP

WSP USA is the U.S. operating company of WSP, one of the world's leading engineering and professional services firms. Dedicated to serving local communities, we are engineers, planners, technical experts, strategic advisors and construction management professionals. WSP designs lasting solutions in the buildings, transportation, energy, water and environment markets. With more than 12,000 employees in over 200 offices across the U.S., we partner with our clients to help communities prosper.



## CONTACT US

For more information about how we can help you deliver your next project, contact:

**Chris Body**

Vice President

Business Development

Mobility Operations

[christopher.body@wsp.com](mailto:christopher.body@wsp.com)

+1 301 535 1563

[wsp.com](http://wsp.com)