

# Know-How Now

## Driving Contact Centre Efficiency with Knowledge Services

Governments are challenged with static knowledge that doesn't change to reflect evolving programs and priorities.

At the same time, service agents struggle to navigate relevant knowledge across complex programs, leading to delays and frustration.



### Challenges

- Outdated information, with slow update processes
- Manual searches based on limited keywords
- Relevant information is hard to find
- Siloed information with limited SMEs

### Solution

- Modern, cloud-based knowledge program
- In-house experts on UX, content strategy, and library sciences.
- AI capabilities to support agents and ensure accuracy
- Continued improvement with agent-client-Maximus feedback loop and analytics

### Benefits

- Higher first-contact resolution and satisfaction: our clients saw a **10% CSAT increase**
- Multi-queue agents for faster, **more efficient** service delivery
- AI readiness and actionable **insights**
- **Reduced idle time** and better workflow management

Maximus Services offers a comprehensive Knowledge Services Program **powered by the Shelf platform**. Our solution combines cloud technology, Knowledge Sciences methodology, AI and content intelligence tools, as well as integration and compliance.

With a clear content strategy, AI-support, and a team of library sciences professionals, agents can find relevant knowledge faster and resolve calls sooner.

Plus, with improved knowledge management, agents can be effectively cross-trained across a range of programs and queues, to improve versatility and productivity.

## Proven Experience: *SBC Shelf Deployment*

Service BC's contact centre faced the challenge of delivering consistent, quality service across dozens of programs and ministries.

In May 2023, Maximus applied our knowledge management solution. Since then, the Service BC team demonstrated measurable improvements in service quality while managing increased demand.



### SBC Metrics | Real Results

#### CSAT|

Citizen Satisfaction (CSAT) **increased by 10%.**

#### AHT|

Average Handle Time (AHT) remained **stable despite ~30% increased call volumes.**

#### QA|

Quality Assurance Scores (QAS) **improved from 97.5% to 98.2%.**

#### UTILIZATION|

Utilization rates **rose from 50-60% to 85-92%.**

### Proven Experience

With deep insights into public sector operations, and a holistic approach to knowledge sciences, Maximus Canada stands out as a partner that delivers tangible results.

By leveraging our Knowledge Services program, organizations can ensure that their knowledge assets are organized, accessible, and trustworthy, empowering agents and improving efficiency.

### Shelf Expertise

Maximus is a **Shelf Authorized Knowledge Management Partner** and leading provider of Shelf implementations.

Beyond Service BC, Maximus has deployed Shelf and our knowledge management solution in Ontario and New York state.