



Government Contact Center Satisfaction Inches Up

CFI Group's annual 2017 Government Contact Center Satisfaction Index report shows the importance of balancing new technology with empowering representatives to deliver optimal results

ANN ARBOR, Mich., April 27, 2017 – Today [CFI Group](#) released the results of the 2017 Government Contact Center Satisfaction Index report, a study based on a survey to a panel of 703 respondents who had contacted an agency or organization within the federal, state or local government for customer service in the prior 30 days.

The Government Contact Center Satisfaction Index (GCCSI) is 68, as measured on a 0-100 scale, up a point from 2016. GCCSI has held relatively steady since 2015, and is up 5 points over the 2014 low point of 63.

According to the report, improved information systems have enabled citizens to self-serve online to find answers to many questions. For government contact centers, the implications are that more people who contact support now have complex issues that cannot be handled online, making the average inquiry more difficult to handle.

“We have seen remarkable developments in the technology made available to contact centers,” said Sheri Petras, CEO of CFI Group. “But the primary driver of citizen satisfaction with the experience remains the personal interaction citizens have with a professional representative. This year’s study is a helpful reminder that the technology must work to enhance the rep’s ability to carry out an agency’s mission, and not replace that interaction.”

Agencies that can equip and empower their reps can deliver an excellent contact center experience that is so critical to fulfilling agency’s mission.

Visit our website to read the complete [2017 Government Contact Center Satisfaction Index](#).

About CFI Group (www.cfigroup.com)

Since 1988, CFI Group has delivered customer experience measurement and business insights from its Ann Arbor, Michigan headquarters and a network of global offices. As founding partner of the American Customer Satisfaction Index (ACSI), CFI Group is the only company within the United States licensed to apply ACSI methodology in the federal government. Using its patented technology and top research experts, CFI Group helps agencies improve the citizen experience with the federal government.

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