

Delivering Secure, Scalable and Customizable Contact Centers

FACT SHEET

Customer Experience Platform



Citizens expect to interact with organizations and access services in a way they prefer, at a time they are available and in a manner that fits their individual needs. It is critical for government agencies to deliver superior customer experience and ensure services are delivered in a cost-effective manner.

FedRAMP-Compliant Contact Center Solution

The General Dynamics IT Customer Experience Platform (CXP) is designed for government agencies and organizations that require scalable and tailorable contact center operations.

The first FedRAMP-compliant cloud-based solution, the CXP provides a full range of technology capabilities to customize and operate contact centers of any size, supporting organizations' security and privacy requirements.

Benefits

- ✓ Omni-channel access for minimal customer effort and fast inquiry resolution
- ✓ Unlimited contact center agent deployments
- ✓ Unlimited scalability across geographies
- ✓ Integrated self-service, analytics and workforce optimization for continuous operational enhancement
- ✓ Customer journey reporting and analytics
- ✓ On-premise, cloud or hybrid deployment options
- ✓ Advanced customization and third-party integration
- ✓ Built on our enterprise-level, FedRAMP-compliant cloud, providing security, visibility and enhanced performance without service interruption

Superior Customer Experience and Flexible Deployment

The CXP incorporates technology developed by Genesys to deliver the functionality required by contact centers of varying needs for an enhanced customer experience. Additionally, the CXP enables quick and easy modernization of contact centers with options for cloud and on-premise deployment. Most importantly, the solution ensures customers can receive the information they need at the time they want it and in a way they want to access it.

Secure Platform for Contact Center Operations

A platform as a service solution, the CXP is built on General Dynamics IT's enterprise-level, FedRAMP-compliant infrastructure-as-a-service. The GDIT Cloud provides security, visibility and enhanced performance through proactive monitoring, alerting and maintenance

CXP Features

- Advanced analytics and reporting capabilities
- Multi-channel interaction management and workforce optimization
- Proactive communications
- Advanced intelligent routing
- Self-service interactive voice response (IVR) with mobile visual IVR
- Session initiation protocol (SIP) communications services
- eServices solutions
- Third-party integration with cloud APIs

Trusted Provider

Combining technology, people, infrastructure and processes to deliver seamless, personalized and engaging customer experience and operational efficiency.

- Designed, manage and operate 17 large-scale contact centers throughout the U.S.
- Connect more than 40% of the U.S. population to critical services
- Employ up to 15,000 customer service representatives (CSRs)
- Recruited, on-boarded and trained 6,000 CSRs in a single month
- Protect some of the largest volumes of PHI/PII
- Ensure compliance (508, PHI, PII, HIPAA)
- Flexible deployment models and unlimited scalability
- 24x7x365 technical support through GDIT Cloud Help Desk
- Deploying IBM Watson on the 2020 Census Questionnaire Assistance program
- Named 2015 Genesys Partner for Innovation
- FedRAMP-certified solutions
- Deliver multiple industry-specific operations

About General Dynamics Information Technology

As a trusted systems integrator for more than 50 years, General Dynamics Information Technology provides information technology (IT), systems engineering, professional services and simulation and training to customers in the defense, federal civilian government, health, homeland security, intelligence, state and local government and commercial sectors. Headquartered in Fairfax, Va., with major offices worldwide, the company delivers IT enterprise solutions, manages large-scale, mission-critical IT programs and provides mission support services. General Dynamics Information Technology is one of two business units that comprises the General Dynamics Information Systems and Technology business group.

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