



# HighPoint

AGILITY. INNOVATION.  
EXPERIENCE > DELIVERED.

## CONTACT CENTER QUALITY ASSURANCE

HighPoint Digital, Inc. (HighPoint) helps agencies enhance their contact center Quality Assurance programs using the latest technology and approaches to improve customer experience, increase employee engagement, and optimize operational performance.

Our Quality Assurance methods extract maximum value from contact center tools and technologies while aligning program design with agency objectives. Our team develops Quality Assurance programs customized to agency needs while maintaining industry best practices. We use tools like speech analytics and automated quality monitoring to focus Quality Assurance efforts on critical aspects of performance and provide the most comprehensive, consistent feedback to drive employee engagement. We closely monitor outcomes from these activities with Contact Center Operations counterparts to ensure effectiveness and to gather feedback for continuous program improvement. Our continuous improvement efforts to measure Quality also help reduce cost by identifying inefficiencies like agent downtime and unmanageable call volume.



**Customized Approach:** HighPoint designed and implemented a custom Quality Assurance program and application for **OVER 10,000 CUSTOMER SERVICE REPRESENTATIVES (CSRs) ACROSS 10 LOCATIONS**, including remote staff



**Optimize Operational Performance:** HighPoint identified call handling trends and implemented a revised call flow, which **REDUCED REPEAT CALLS BY 29%**



**Increase Employee Engagement:** Using stakeholder feedback, HighPoint redesigned the Quality Assurance program, achieving a **30% INCREASE IN CUSTOMER SATISFACTION** and improved employee engagement

### MODERNIZED APPROACH TO QUALITY ASSURANCE

HighPoint uses an innovative, comprehensive Quality Assurance approach incorporating the latest features of Quality Assurance automation, centered on CSR and customer experiences. By doing so, we move programs from rigid compliance-based approaches to environments that empower CSRs with improved call-handling skills to solve customer issues.

## ABOUT HIGHPOINT

Established in 2006 with the sole purpose to elevate citizen experience and promote US diplomacy. From contact centers and training to digital and data services, our team works with Government agencies to efficiently integrate people, processes, and technology that help Government deliver on the needs of its citizens and employees.

Privately held company with offices in Indianapolis, Indiana; Baltimore, Maryland; and Herndon, Virginia.

For additional information, visit [www.highpointdigital.com](http://www.highpointdigital.com).

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## CONTRACT VEHICLES

- CIO-SP3 Unrestricted
- MAS Schedule Contract (Includes Professional Services Schedule)
- FCC Application Development Support Services (ADSS)

## OUR IMPACT

**Our work impacts millions of citizens working with 15+ Government clients.**

We help citizens gain access to healthcare, ensure our troops are fed around the world, and connect the world to US diplomacy.



**11 MILLION PEOPLE** through HUD systems living in multi-housing facilities



**2 MILLION TROOPS** across 550 global locations through food ordering and receipt system



**60 MILLION MEDICARE BENEFICIARIES** accessing healthcare



**203 MILLION CITIZENS** using the Federal banking system daily



**8.5 MILLION CITIZENS** accessing regulations daily

## CORE CAPABILITIES

**Integrated services provide efficient outcomes to the Federal Government.**

- Contact Center Optimization
- Agile Application Development
- Digital and Media Services
- Data Services
- Training and Knowledge Management

## CERTIFICATIONS

