



Are you a rural head desperate to find out how the Ministry of Education can make free education available for children in your vicinity?

Are you a student in dire need of a scholarship from the Federal Scholarship Board and you do not have a clue how to be awarded one?

Are you an educationist interested in establishing a secondary school and lack details about the process and documentation required?

Are you a proprietor oblivious of the necessary requirements involved in getting your university accredited by the Nigerian Universities Commission?

ACCESS, SUPPORT AND CUSTOMER SERVICE DELIVERY FOR EDUCATION!

The Education Government Contact Centre (GCC) Service is the solution!

Driven by rapid changes in technology, social media, and consumer behavior, customer service expectations continue to increase and only a few sectors of the Nigerian economy are keeping up and satisfying their end users. However, the delivery of better services to the Nigerian populace can be made easy with the Education Government Contact Centre!

The Government Contact Centre (GCC) is designed to enable MDAs to improve their service delivery, be accessible to the public and aligned with the President's transformation agenda on open door policy and job creation efforts. This will enable the education sector have a central point from where information can be given out and complaints resolved in a timely manner.

Benefits of the Service

- Revamped operational efficiency in the educational sector
- A continuous monitoring of different parameters thereby gauging performance and ultimately improving quality and efficiency
- Upgraded information dissemination
- Speedy and Boosted service delivery
- Enhanced staff morale and productivity
- Promoted public perception of operators and regulators
- Stimulated civic involvement and encourage participatory governance
- A boost in information sharing and dispensation among agencies within the sectors such as Federal Scholarship Board (FSB), Nigerian Universities Commission (NUC) etc.

Education Government Contact Centre Offerings:

- Multi-access channel (telephone calls, SMS, chat, email etc.)
- Multi-lingual service (English, Pidgin and one local language)
- Support (1st and 2nd level support)
- Optimal response time



Case Scenario

Miss Folabomi is a second year student of the University of Ibadan in Oyo state. She recently got wind of the Federal Government Scholarship being awarded to merited students by the Federal scholarship Board (FSB) on a yearly basis. However, she has very limited information about the processes and criteria involved in applying for the scholarship. Miss Folabomi reaches out to the Education contact center via an easy to remember number, 0700 EDUCATION.

The enquiry is routed to the appropriate agent based on specific criteria and in the language of her choice (Yoruba, Igbo, Hausa or Pidgin). The details of the interaction with the caller is entered and saved in the Customer Relationship Management (CRM) Tool. A case number is also generated for thorough trailing.

In a situation where the contact center agent cannot give adequate response to the enquiry or complaint, it is escalated to the 2nd Level Support desk at the Ministry of Education and tracked up till the point of resolution.

Dial 0700 CALL GCC today to onboard!



For More Information Contact:

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