

# The GCC Workflow

The Government Contact Center provides Nigerians and Non-Nigerians with multi-lingual and multi-channel access to government information and services with ease and convenience.

**1** Citizens and the public at large will be able to reach the GCC by dialing a dedicated access number or by sending an email.

**2** If multiple languages (English, Pidgin, Housa, Yoruba and Igbo) are subscribed to, an Interactive Voice Response (IVR) will prompt the caller to select the language of choice.

**3** The call will be handled by a professionally trained agent that will provide initial 1st level support to all enquiries and complaints from the caller.

- All correspondence is tracked and a unique case number is issued for effective tracking.

**4** The case will be eventually closed by the GCC agent once the caller is satisfied.

**5** Issues that cannot be resolved by the 1st level support staff will be escalated via the CRM to the 2nd level support personnel (SERVICOM Desk Officers or a dedicated team established by the MDA) for appropriate follow-through action.

- The 2nd level support team comprises personnel who are more knowledgeable about the services and processes in the respective MDAs and who respond to all escalated issues within a stipulated time frame.
- All details of citizen interaction with the GCC will be stored in a Customer Relationship Management (CRM) Tool for effective case management, tracking and reporting.

The GCC services will be available to the public from Mondays to Fridays [with the exception of public holidays] from 8 A.M. to 5 P.M.

## Now you can reach us!

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