

# Citizens' Access To Government

" via telephone ,email , or chat "



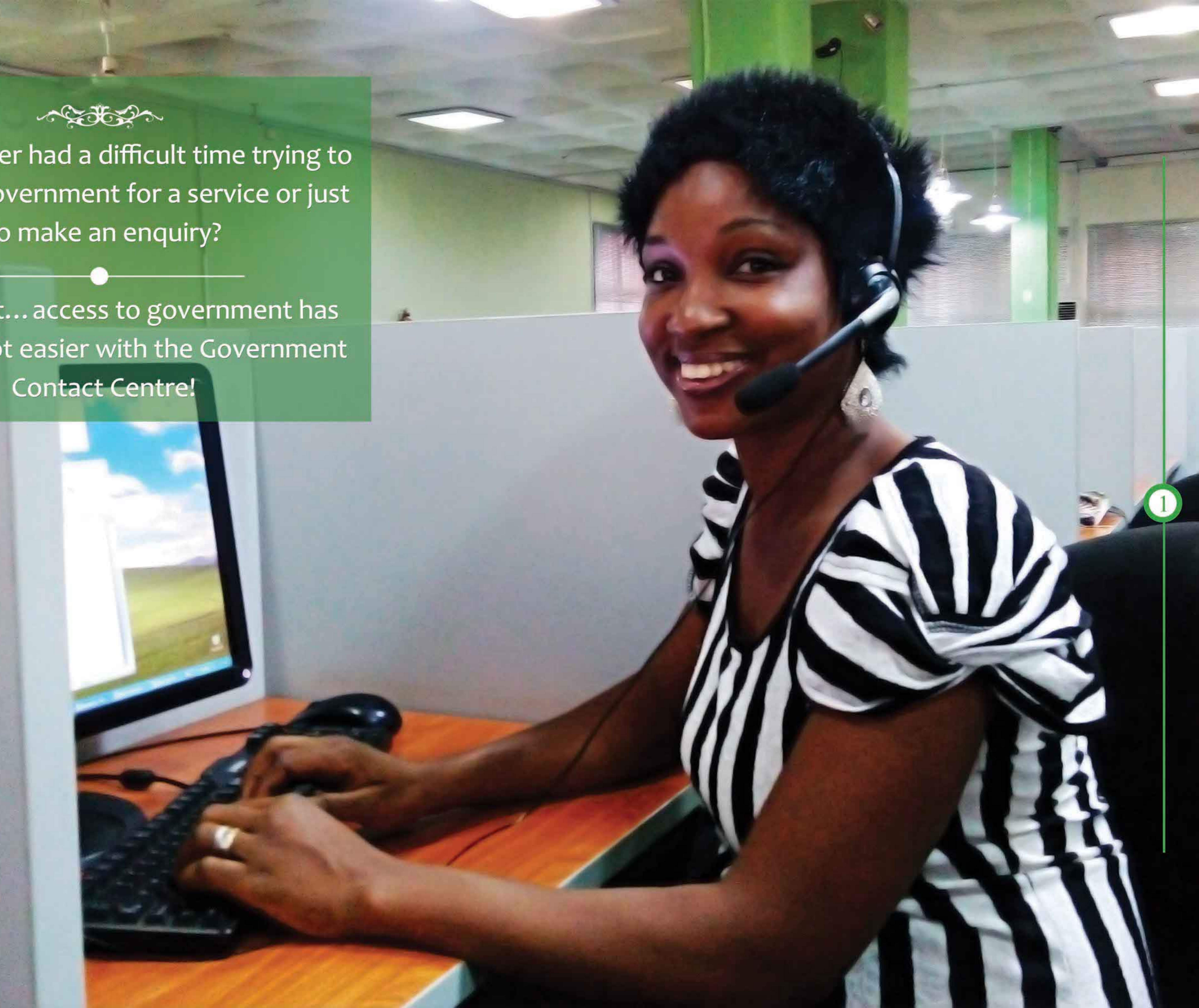
**GOVERNMENT  
CONTACT  
CENTER**





Have you ever had a difficult time trying to reach the government for a service or just to make an enquiry?

Guess what... access to government has become a lot easier with the Government Contact Centre!



## About

The GCC project is an initiative of the Federal Ministry of Communication Technology (FMCT) aimed at providing easy and convenient ways of interacting with government by citizens and Non-Nigerians.

Interra Networks Limited is the provider of the GCC technology which enables multi-channel access to information on government services and processes by citizens and the public from the Ministries, Departments and Agencies (MDAs) of government.

The GCC project is for all MDAs and it is imperative that they take advantage of this initiative to improve upon their efficiency in the delivery of services to Nigerians.

The GCC services will be open Monday to Friday from 8 A.M. to 5 P.M.







# What The GCC Service Offers



## Technology

Contact Centre platform to manage all channels of communication with the GCC and Customer Relationship Management (CRM) Tool to store details of all interactions between the public and the GCC.



## Multiple Access Channels

Citizens and the public will be able to reach government with ease and convenience via the phone, email, chat and web form.



## Multilingual Service

Reach the GCC in your language of choice! - English, Yoruba, Igbo, Hausa & Pidgin English .

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## Agents' Training

We will provide agents at both 1st and 2nd level with customer service training, escalation procedures etc.

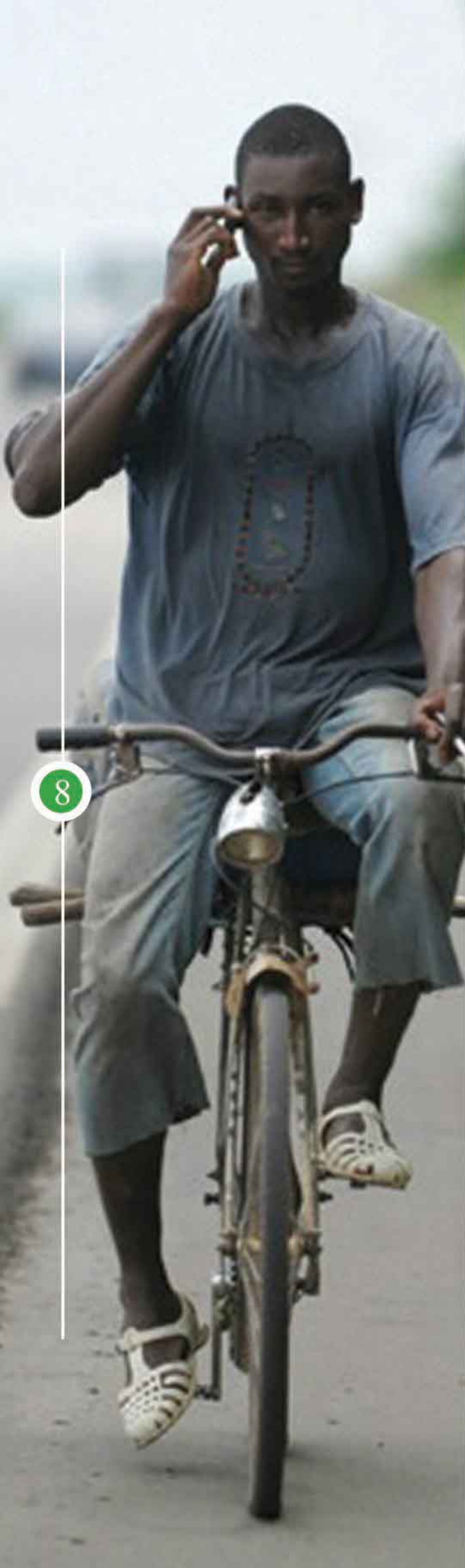


## Support

We will support the GCC 2nd level operations at the MDAs to ensure long term project sustainability.







## How Will It Work?

The primary objective of this project is to provide Nigerians and Non-Nigerians with multi-lingual and multi-channel access to government information and services with ease and convenience via the following media: Telephone, Email and Chat, Web form.

- Citizens and the public at large will be able to reach the GCC via a dedicated short code number 733, where professionally trained agents will provide initial 1st level support to all enquiries and complaints from the caller.
- Issues that cannot be handled by 1st level support staff will be escalated to 2nd level support personnel (Internal helpdesk or SERVICOM desk) within the MDA concerned for appropriate action.

## Scenarios

- Haliru wants to take his son to a private hospital in his locality to be immunized; he does not speak English but wants to know if the service is free or not. He dials 733 and the Interactive Voice Response (IVR) directs him to a Hausa agent who captures the details in the CRM.

A case is created in the CRM and the 1st level agent responds to his enquiry.



- Dr. Nwosu an Educationist based in the UK is interested in establishing a Secondary School in Abuja and wants to know the process and documentation required for this.

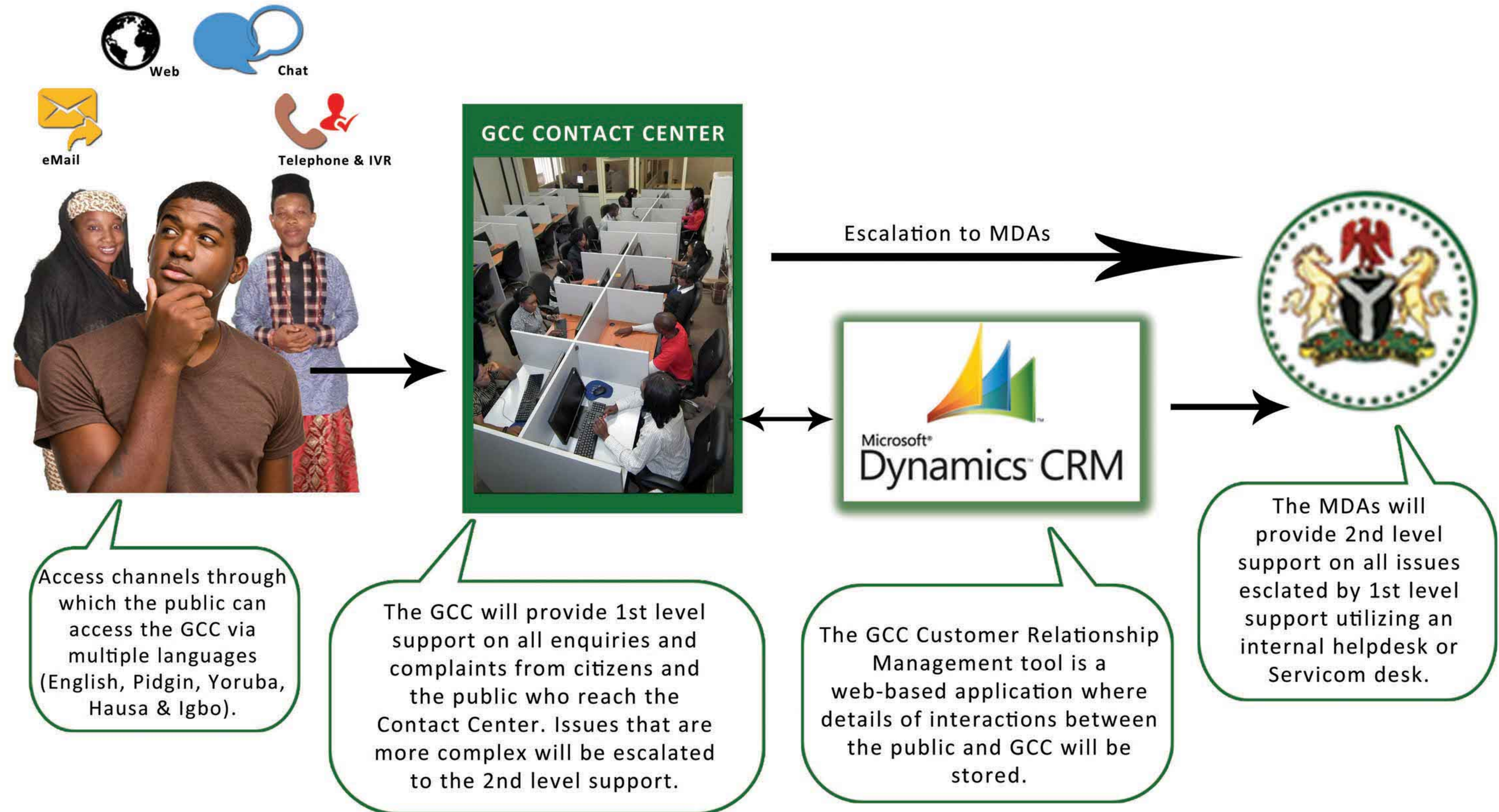
He sends an email to [info@gcc.com.ng](mailto:info@gcc.com.ng) requesting to know the guidelines and documentation required.

A case is created in the CRM by an agent. The case is escalated to the appropriate 2nd level SERVICOM personnel who responds to the mail and updates the CRM with details of the response.



# GCC Process Flow

The diagram below illustrates the GCC service process flow



# Key Stakeholders



## FMCT

The sponsor of the project; responsible for ensuring the service delivers value to the government and citizens



## Galaxy Backbone PLC

Technology partner; responsible for hosting the core central technology platform and providing project management services.



## Interra Networks Ltd

Provider of the core central contact centre technology hosted by Galaxy Backbone. Operator of the Abuja and Enugu locations of the GCC to provide 1st level support services.



## MDAs

Provider of 2nd level support services utilizing subject matter experts within the respective MDAs via an internal helpdesk or Servicom helpdesk.



## How To Get On Board

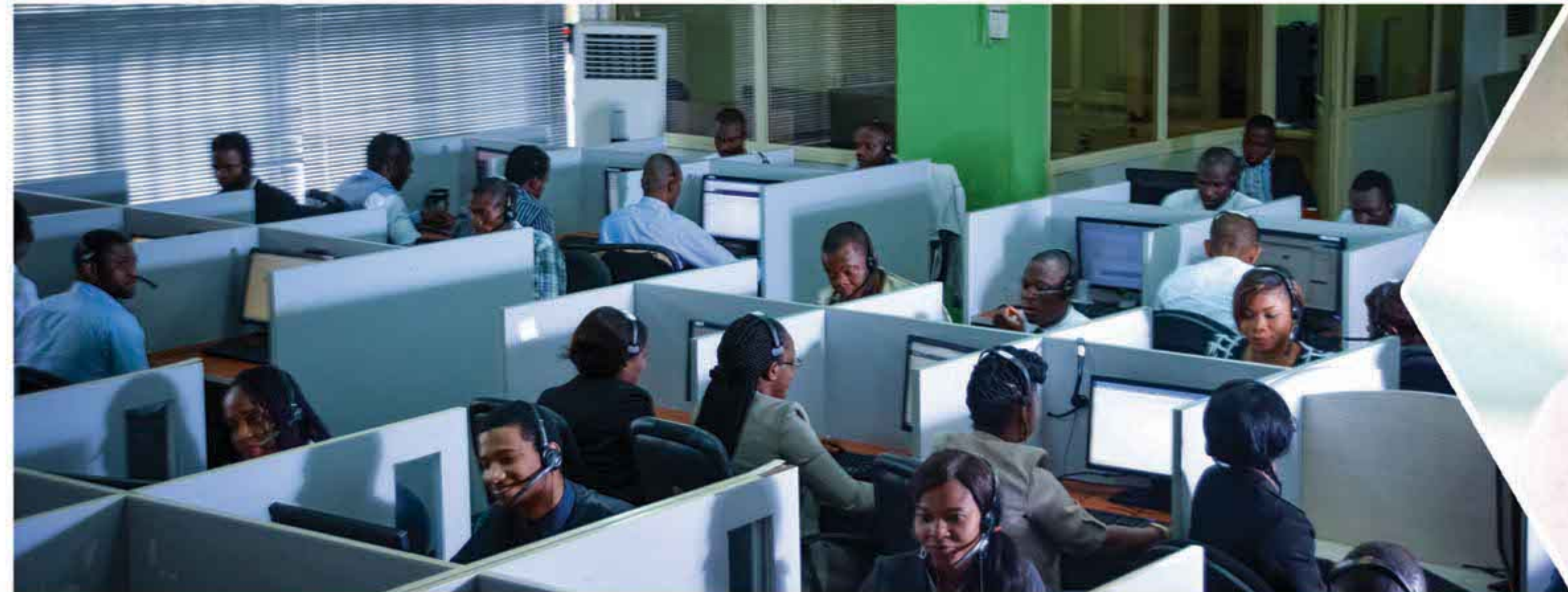
**Please contact us and we will help you get on board.**

 : 0700 CALL GCC (0700 2255422);  
+234 (0)803 677 1463

 : [info@gcc.com.ng](mailto:info@gcc.com.ng)



by The Federal Ministry of Communication Technology



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