

Take your agency off hold

Get agency operations moving with Pega Customer Service.

Government services are stalling

Agencies are trapped between growing pressures and shrinking budgets.

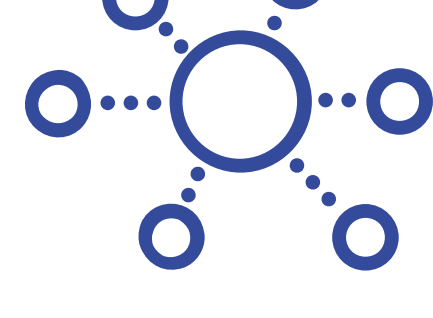
RISING

Pace of change
Backlogs
Cost to serve
Agent churn rate

FALLING

Budgets
Productivity
Citizen satisfaction

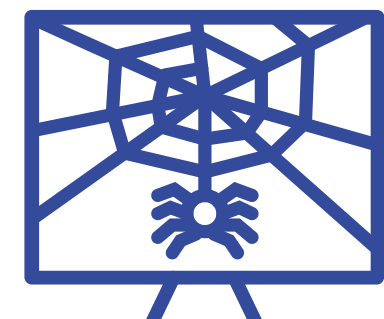
Your existing tech isn't helping



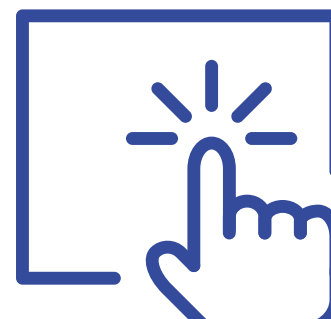
Siloed systems & scattered data



Slow, manual processes



Outdated technology



Inability to provide citizen self-service



1-3
months

average time to train new agents¹



10.2
minutes/hr

spent on call wrap-up¹

Change feels out of reach

80%

of government organisations are still at the initial or developing digital maturity stages²



Agents struggle to get to grips with multiple systems



Policies and processes change slowly

And it's putting citizens' lives on hold

Every moment they spend waiting for your service is a moment they'll never get back.

Something has to change.

Nearly 60%

of customers agree that faster issue resolution is the most important aspect of good customer service³



What if you could give them precious moments back?

Imagine a world where your agency was there for people, wherever they are. More channels, faster resolutions, lower cost to serve and next to no waiting allows phone lines to be kept open for those that need it most.

It's how people want to reach you

56%

go online before calling⁴

Almost 50%

think self-service is more convenient⁴

82%

are willing to use self-service⁴

But 75%

want businesses to improve self-service⁴

Take life off hold with Pega Customer Service

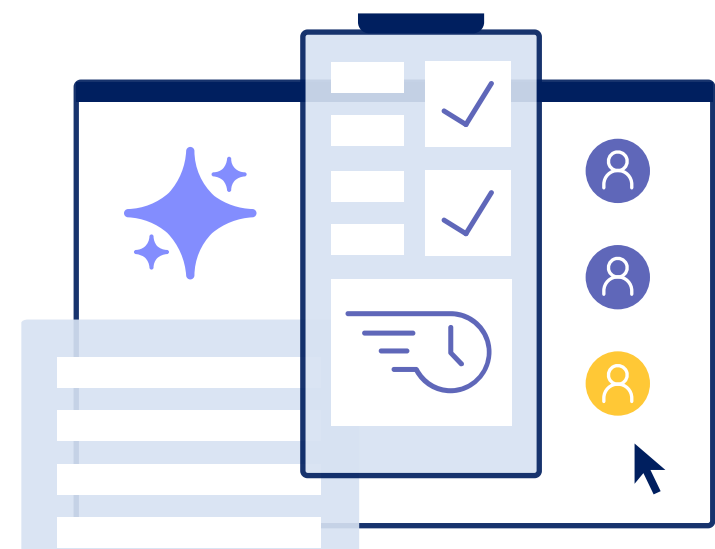
Empower your agency. Drive down costs. Get your service moving.



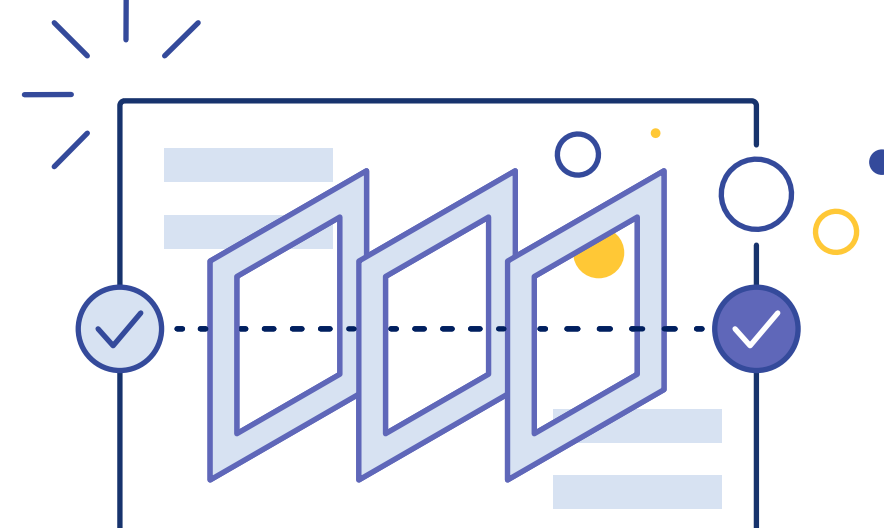
Cut costs and add flexibility with self service



Engage with responsible AI to service citizens needs



Train new agents faster with responsible GenAI



Simplify management and compliance with end-to-end transparency

Pega saved Aflac \$4M

Aflac, a leading insurance provider, was facing roadblocks, bottlenecks, staffing fluctuations, and market pressures.

Pega got their operations running more efficiently again by adding self-service and virtual agents with Pega Customer Service.

Aflac

77%

of chats handled by virtual agents

65%

reduction in handling times for client authentication



Shorter queues



Less after-call work



Ready to kick-start your agency?

Speak to your Pega representative to see how you can take your services – and your citizens' lives – off hold.

[Learn more](#)

¹How gen AI is revolutionizing customer service, Pega, 2024

²Government 2022 Top Trends in Experience Management, Deloitte Digital, 2022

³Call center benchmark statistics 2022, Time Doctor, 2022

⁴New Research Uncovers Customer Service Inflection Point Sparked by Pandemic Challenges, Pegasystems, 2021