

You don't want to put citizens' lives on hold

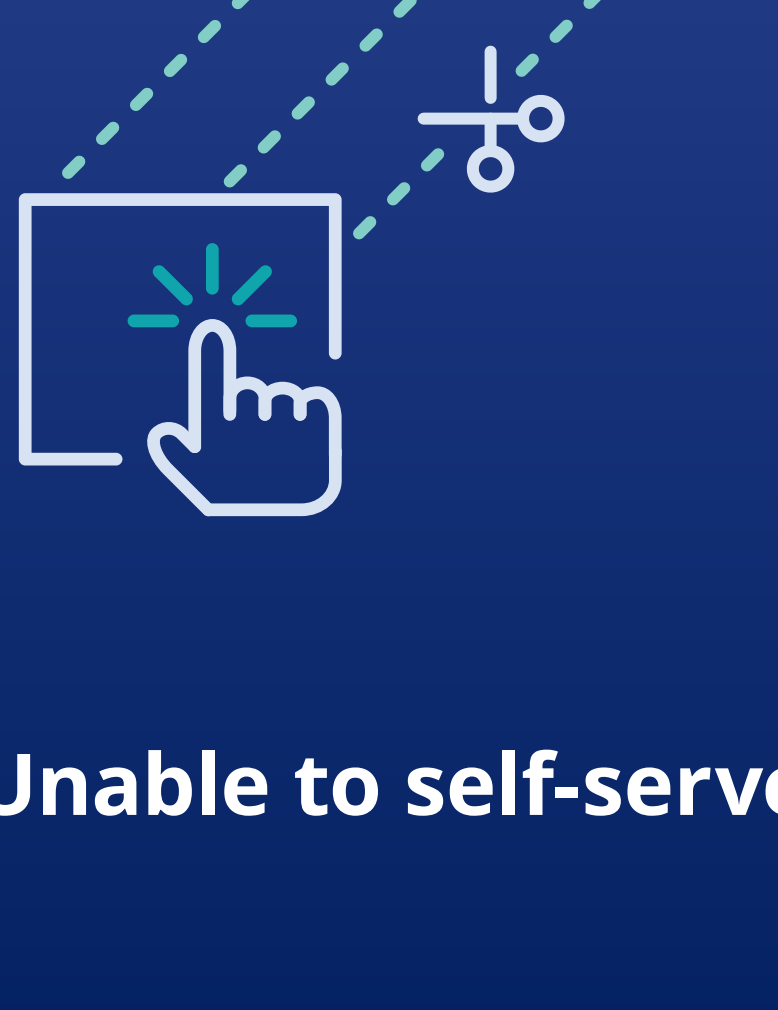
With Pega Customer Service, you won't have to.

The citizens who depend on your services can't get through to you

Right now, your citizens are...



Spending hours on hold

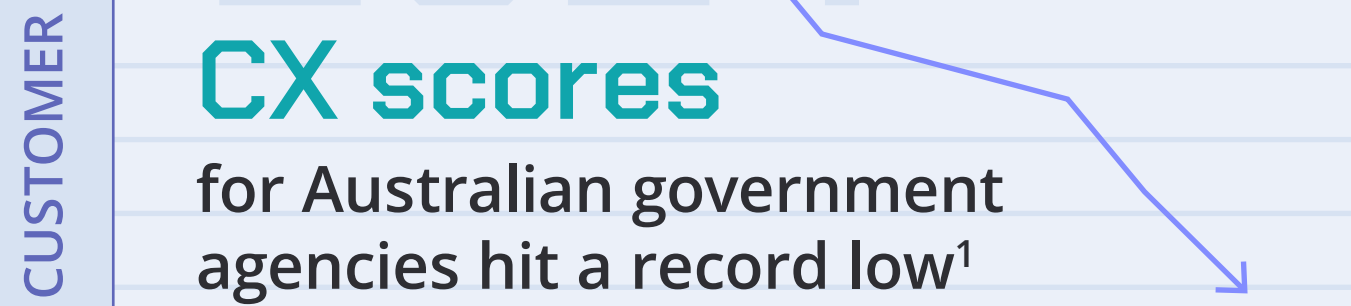


Unable to self-serve

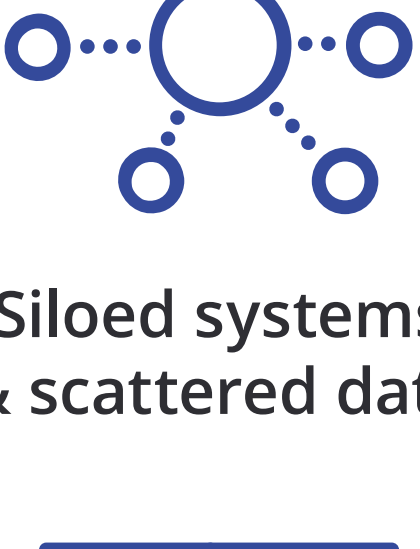


Unable to resolve service needs in a single interaction

Getting the help they need feels complex and overwhelming. And it's leaving them feeling like they can't trust you.



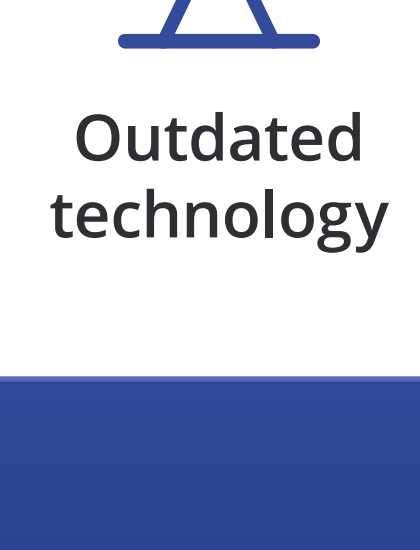
Your existing tech isn't helping



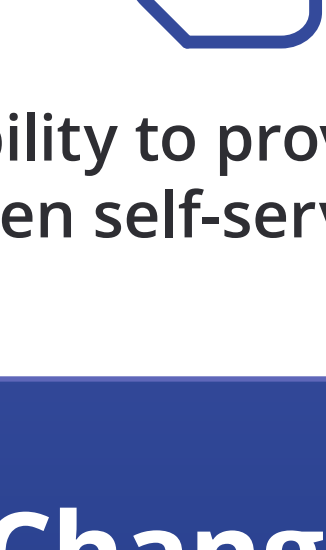
Siloed systems & scattered data



Slow, manual processes



Outdated technology



Inability to provide citizen self-service



1-3
months
average time to train new agents²



10.2
minutes/hr
spent on call wrap-up²

Change feels out of reach



of government organisations are still at the initial or developing digital maturity stages³



Agents struggle to get to grips with multiple systems



Policies and processes change slowly

And it's putting your citizens' lives on hold

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

It's impacting their lives, and it's keeping you from reaching your goals.



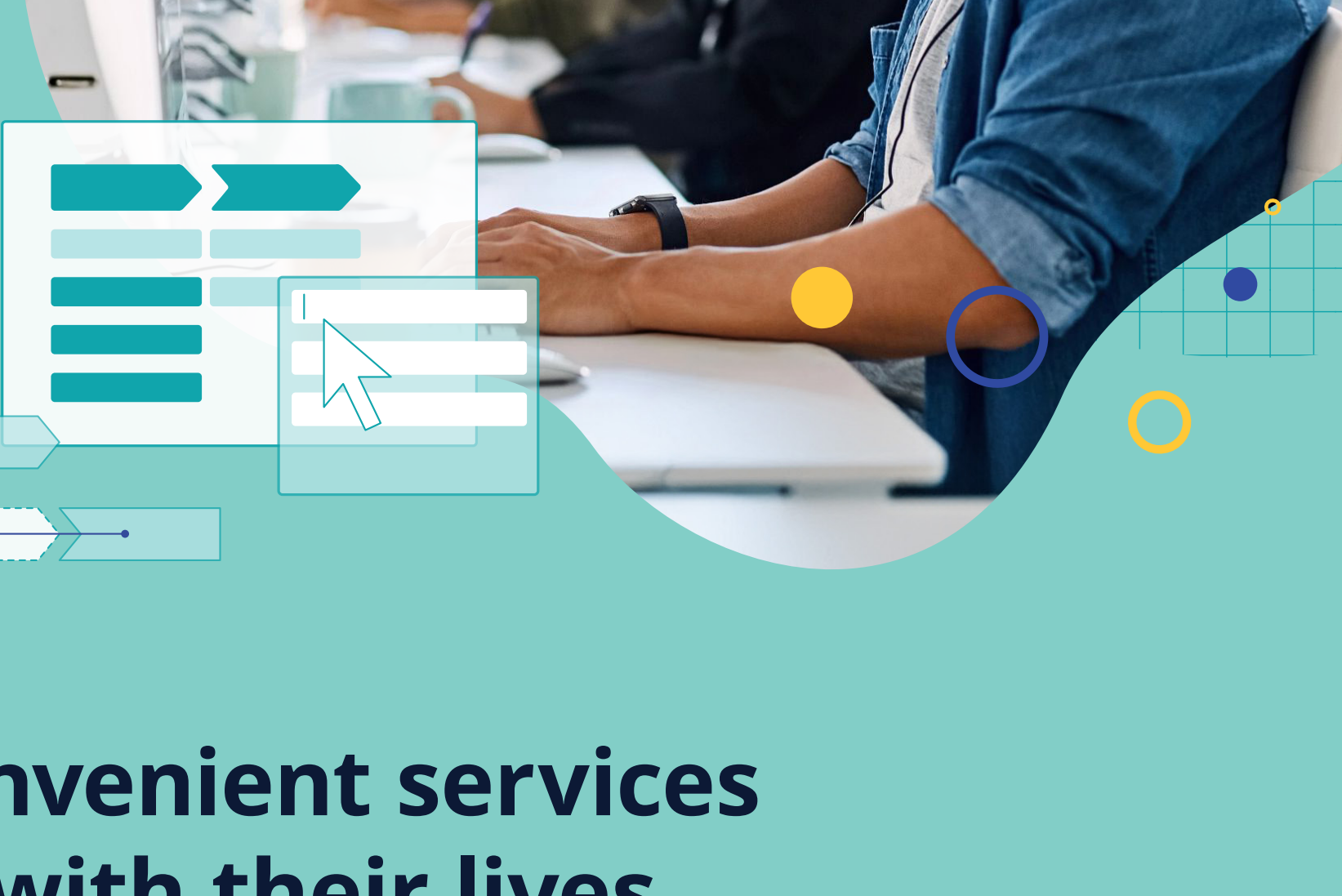
After **1** month

of waiting for a benefit or service, satisfaction levels plummet⁴

Take your citizens' lives off hold

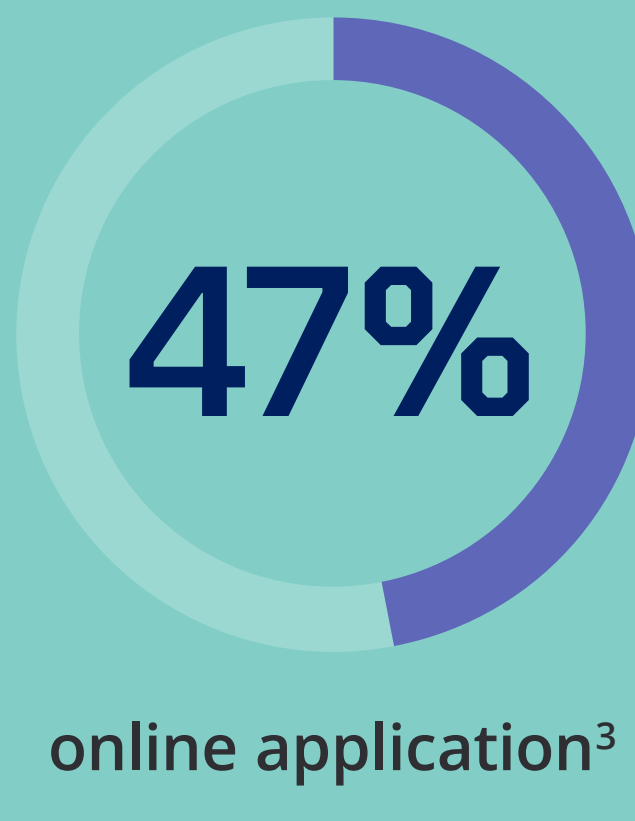
Imagine a world where citizens could solve their own problems across more channels, with faster resolutions and a lower cost to serve. A world with AI helps agents work out why a citizen is calling, before anyone says a word. Where agents are empowered with all the information they need, right at their fingertips.

Imagine if, instead of causing delays and disconnection, your systems and process increased empathy and enhanced experiences, for everyone.

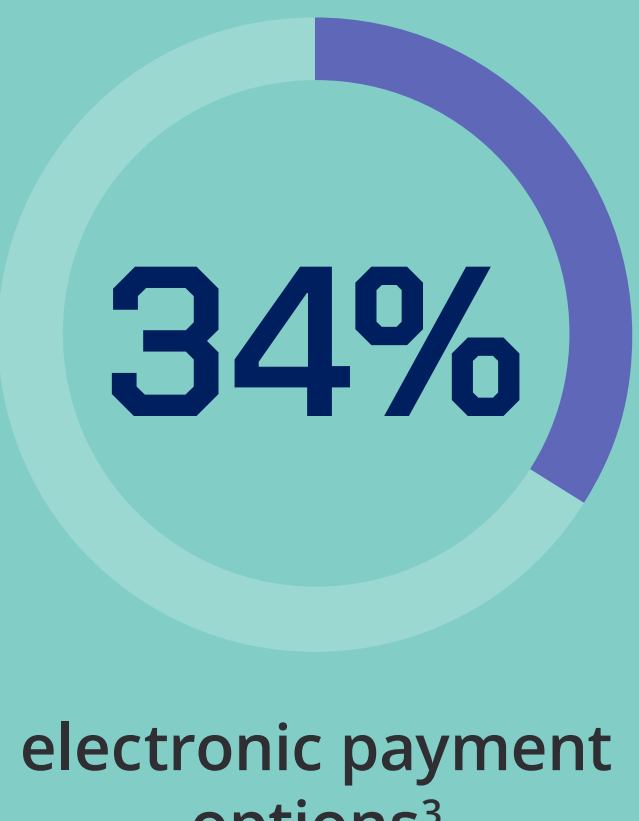


Citizens want quick, convenient services that let them get on with their lives

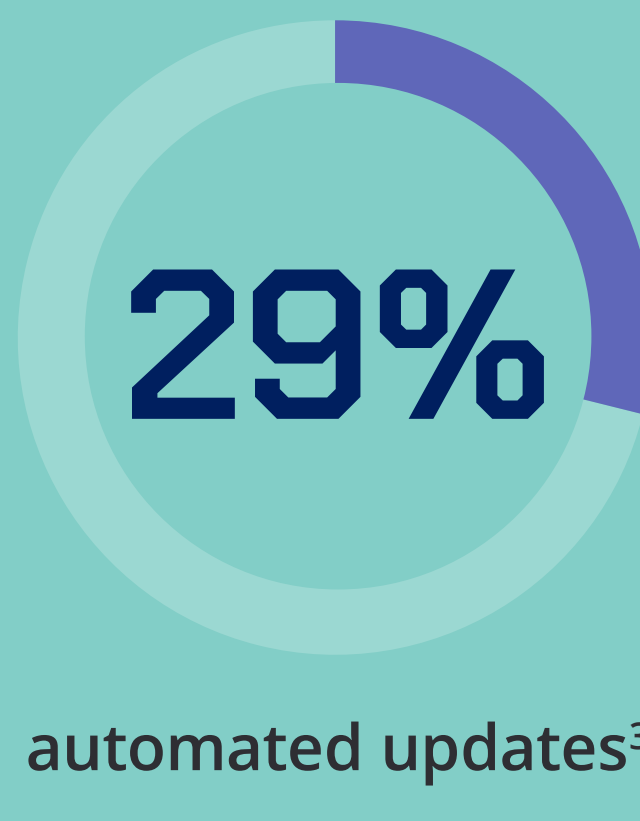
What solutions would improve customer experience for government services?



online application³



electronic payment options³



automated updates³

(% citizens who ranked a solution in their top three)

Get your service moving again with Pega Customer Service

When you can:

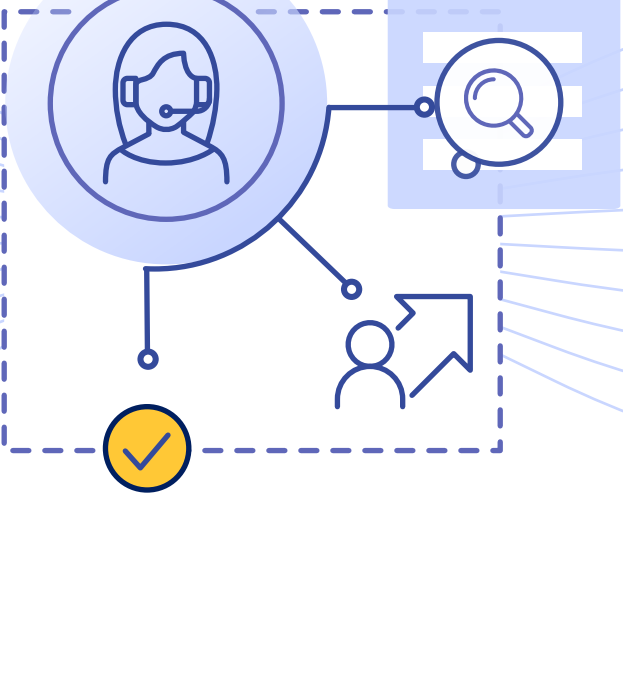
Give citizens the ability to self-serve



Your citizens get:

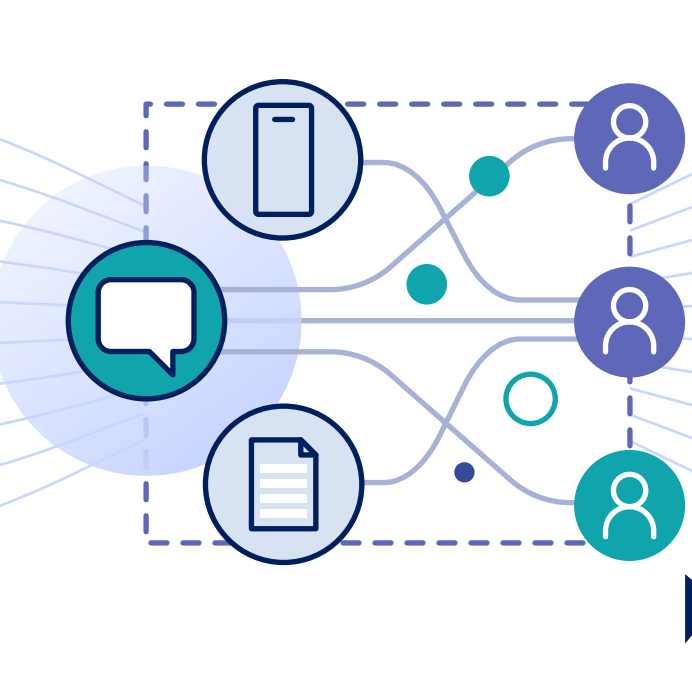
Faster resolutions

Give agents total visibility of relevant information



More personalised experiences

Match requests to agents' skills with intelligent routing



Through to the right person, faster

Create and optimise workflows with Pega GenAI Blueprint



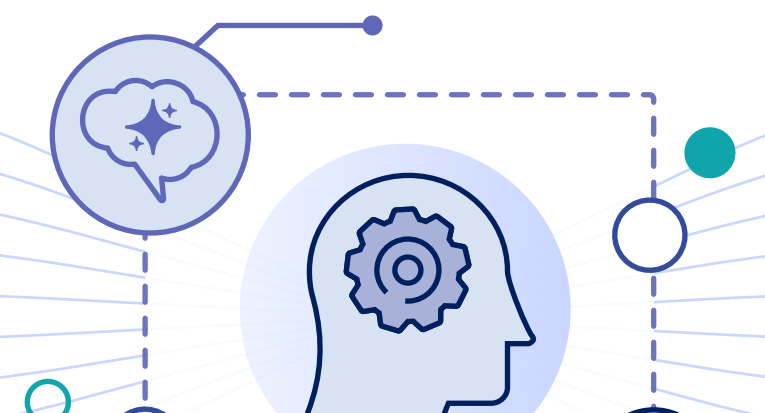
Enhanced journeys and experiences

Streamline processes so mundane tasks are done for you



More of your time when they need it most

Understand complaints and sticking points in the customer journey

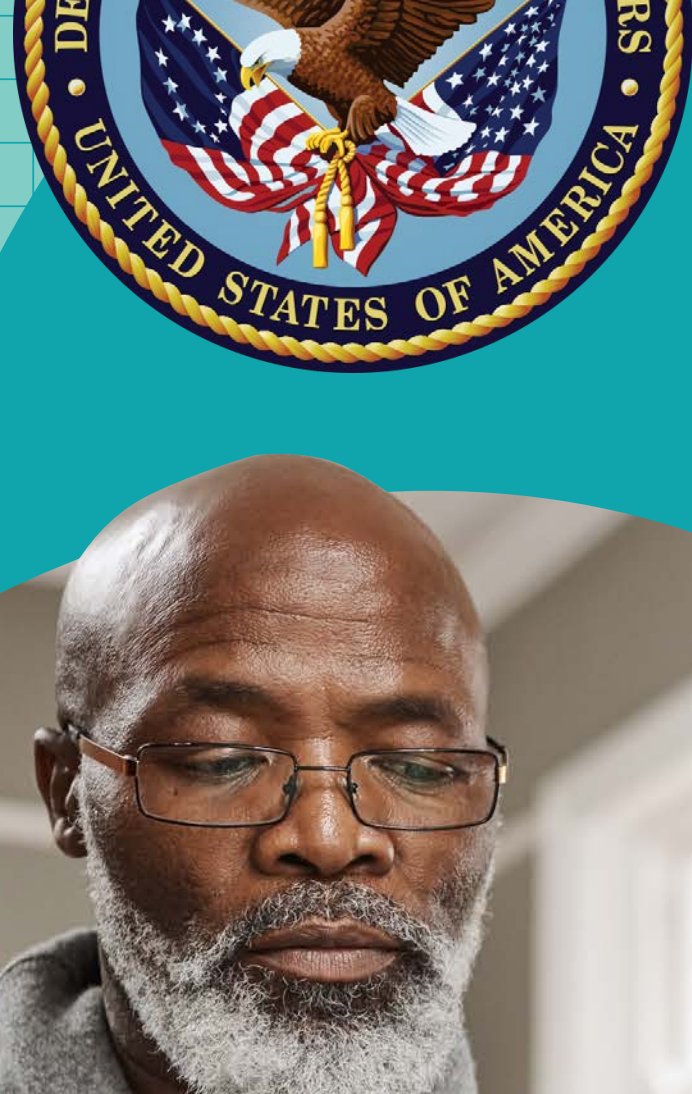


A better experience and fewer issues

Pega moved The US Department of Veterans Affairs into the future

The US Department of Veterans Affairs Financial Services Center set out to transform their customer service together with Pega.

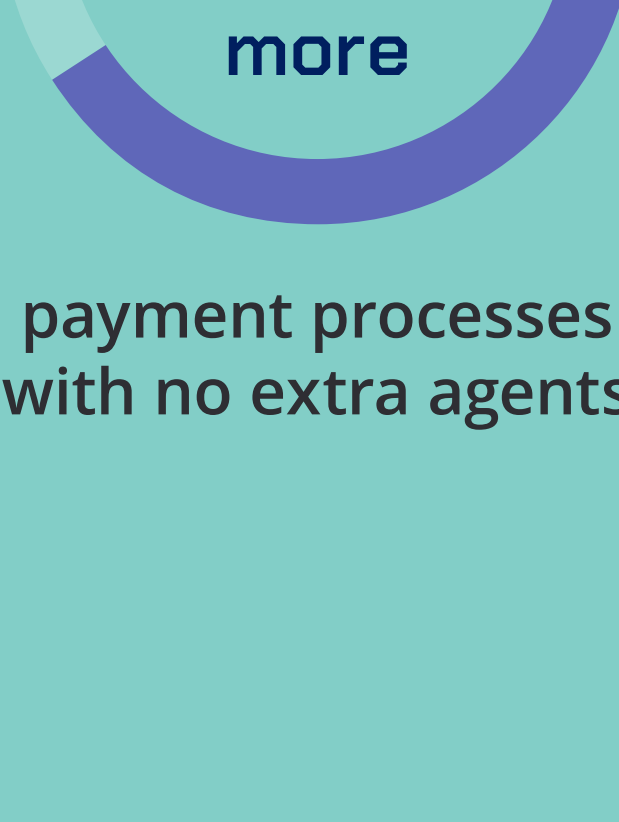
By basing every decision on the customer and employee experience, they moved away from manual, paper-based processes, empowered their agents and drove their service forward.



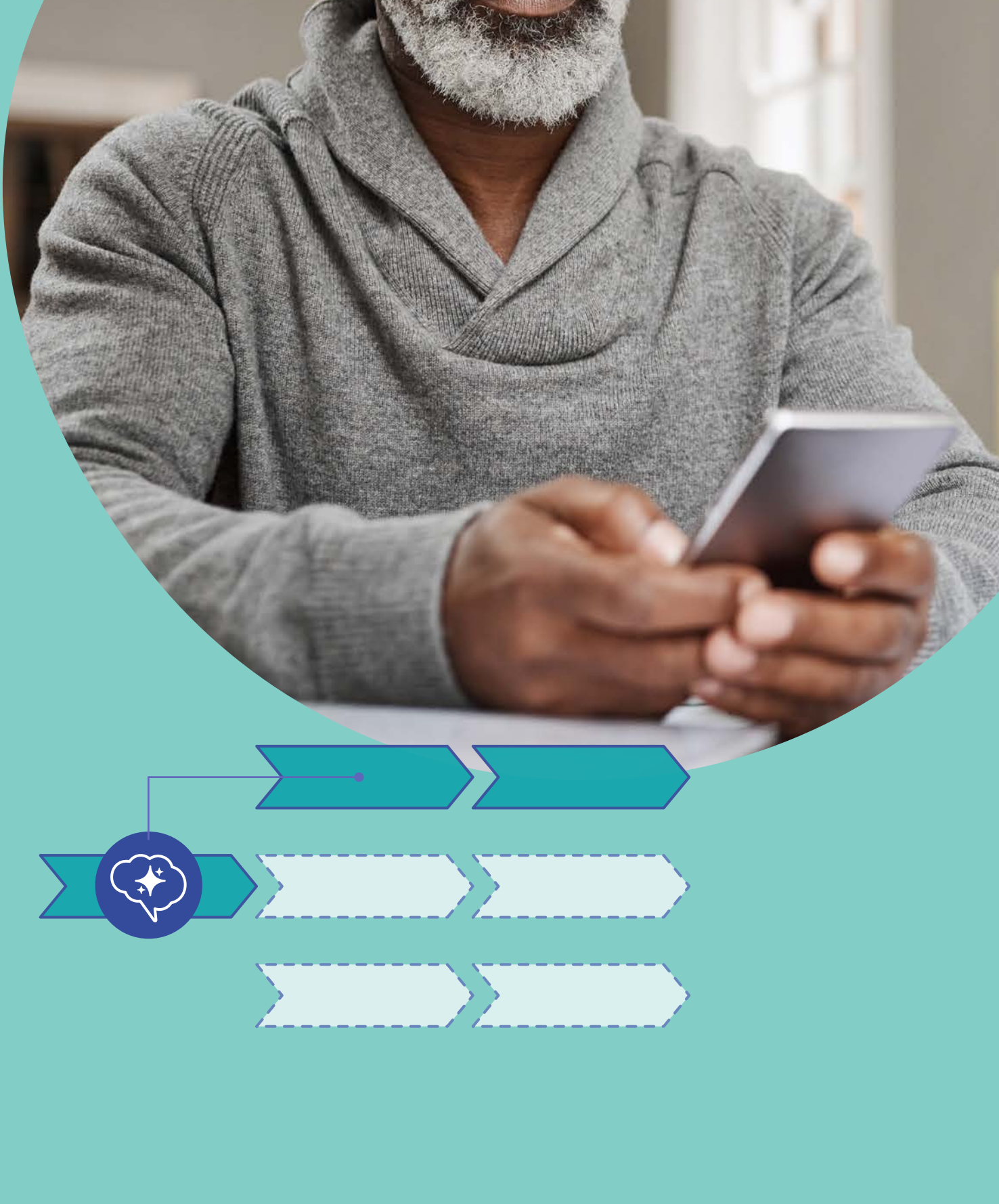
3 min > 30s
manual registration process



in invoice processing costs



payment processes with no extra agents



Ready to take your agency into the future?

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

[Learn more](#)

¹You Better Shape Up! Insights From Australia's 2024 CX Index Study, Forrester, 2024

²How gen AI is revolutionizing customer service, Pega, 2024

³Government 2022 Top Trends in Experience Management, Deloitte Digital, 2022

⁴Great expectations: How US government agencies can meet public demand for better service, McKinsey, 2023