

Driving High CSAT in a Compliance-First Environment

CHALLENGE

A large federal agency responsible for sensitive, high volume customer interactions required a contact center service partner capable of maintaining exceptionally high customer satisfaction (CSAT) while operating under strict compliance, security, and oversight standards. In an environment defined by zero-tolerance compliance rules, Coast Professional, Inc. (Coast) ensured consistent CSAT through rigorous operational readiness, disciplined communication, and continuous quality assurance, providing a precise, empathetic, and trust-building experience in every customer exchange. The result was a service model where CSAT wasn't just a priority, it was the measure by which all performance and quality outcomes were anchored.

AT-A-GLANCE RESULTS

Despite operating in one of the most compliance restricted environments in the federal sector, Coast delivered measurable performance gains, including a 97%+ CSAT year over year, 99%+ quality scores, and an 85% reduction in average handle time while absorbing a 32% increase in call volume.

STRATEGY

Coast addressed the program's demands by embedding CSAT directly into its quality management framework, ensuring that the customer experience was a core driver of performance, governance, and decision making. This foundation was reinforced through a compliance-first operating model designed to strengthen the customer experience. Coast structured its readiness, training, and quality systems so that accuracy, respect, and customer rights were consistently reflected in every interaction and workflow.

A key component of this strategy was the development of comprehensive training programs that emphasized respectful communication and accuracy. Coast supported these training efforts with pre approved scripts, letters, and workflows that ensured clarity and consistency across all customer interactions.

To protect quality at scale, Coast implemented real-time monitoring systems and structured feedback loops tied directly to customer survey results. These tools enabled rapid identification of emerging issues and data driven improvements. As part of this framework, Coast also utilized AI-based tools designed to enhance call quality and clarity, reducing background noise, improving audio consistency, and supporting clearer communication. Coast further strengthened this integrated system by incorporating compliance, analytics, and training platforms, enabling teams to detect performance or risk indicators early and uphold high standards even during periods of change. These enhancements improved the overall customer experience and helped sustain high CSAT performance.

97%+
CSAT

SUSTAINED YEAR OVER YEAR

99%+
AVERAGE
QUALITY SCORES

85%
REDUCTION
in average handle time
*while absorbing a 32%
increase in call volume*



THE COAST DIFFERENCE

- 50 years of compliant, ethical, and empathetic customer communication
- Training programs recognized for accuracy, sensitivity, and high-stakes readiness
- Security-driven systems and controls that protect data integrity and program compliance
- Real-time monitoring and analytics that drive rapid, data-backed improvements
- Scalable infrastructure built to absorb high volumes without compromising quality
- Proven readiness frameworks that support fast onboarding and seamless updates

Coast also built its operational model for scalability and resilience. By leveraging scalable systems, flexible staffing models, and pre established capacity, Coast could absorb significant volume increases without degrading service quality or customer experience. A proven readiness and certification framework allowed Coast to onboard staff quickly, implement policy or regulatory updates efficiently, and maintain uninterrupted service continuity. Throughout these processes, Coast proactively identified and mitigated operational, compliance, and system risks before they could impact customers.

Together, these strategic elements created a disciplined, scalable, and customer-focused operating environment. By unifying compliance, quality, training, and analytics under a single, CSAT-driven framework, Coast ensured that every aspect of program performance supported a stable, respectful, and accurate customer experience. This integrated approach not only met the agency's complex operational demands but positioned Coast to anticipate challenges, sustain high standards, and deliver reliable service through every phase of the program.

SOLUTION

Coast consistently delivered exceptional customer satisfaction in one of the most heavily regulated service environments, demonstrating that strong compliance and high-quality customer experience can reinforce one another. By applying a customer-centric approach grounded in respectful communication and accurate information, Coast maintained top-tier CSAT performance while upholding all federal requirements.

Throughout the program, Coast demonstrated the ability to scale rapidly and adapt to shifting demands without compromising service quality or compliance. Even during substantial volume increases and accelerated program updates, Coast maintained strong customer satisfaction and uninterrupted operations through advanced analytics, real time monitoring, and mature operating frameworks that supported proactive training and early issue detection. In 2026, Coast delivered measurable gains compared to performance during the first four years of the contract (2021-2025), handling an average of 6,452.19 more calls per month, a 31.66% increase in monthly call volume, while achieving an 85.31% reduction in average handle time, enabling faster access, reduced wait times, and lower customer effort. Together, these improvements strengthened Coast's ability to sustain consistently high CSAT performance amid rising demand and program complexity.

These results position Coast as a trusted, low-risk partner for complex federal programs where accuracy, transparency, and CSAT are essential. Coast's secure systems, audit-ready documentation, and long-standing record of operational integrity further reinforce its reliability, demonstrating an ability not only to maintain high standards but to strengthen customer experience. Coast's ability to exceed customer expectations while delivering consistent high performance underscored its role as a dependable, long-term partner.

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