



# PUBLIC SERVICE EXPERIENCE

## VIDEO TRANSCRIPT

We are all government customers.

But about 75% of us only interact with government services 0-2 times a year.

Yet, these limited interactions can shape opinions of all government services.

So, how can government agencies deliver more positive experiences?

### **Simplicity**

Make it easy for people to get the help they need.

### **Humanity**

Strike the balance between digital and human interactions.

### **Security**

Strengthen data security practices to grow people's confidence.

Now is the time for agencies to approach public service experience through a new lens.

Learn more at

[www.accenture.com/PublicServiceExp](http://www.accenture.com/PublicServiceExp)

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