

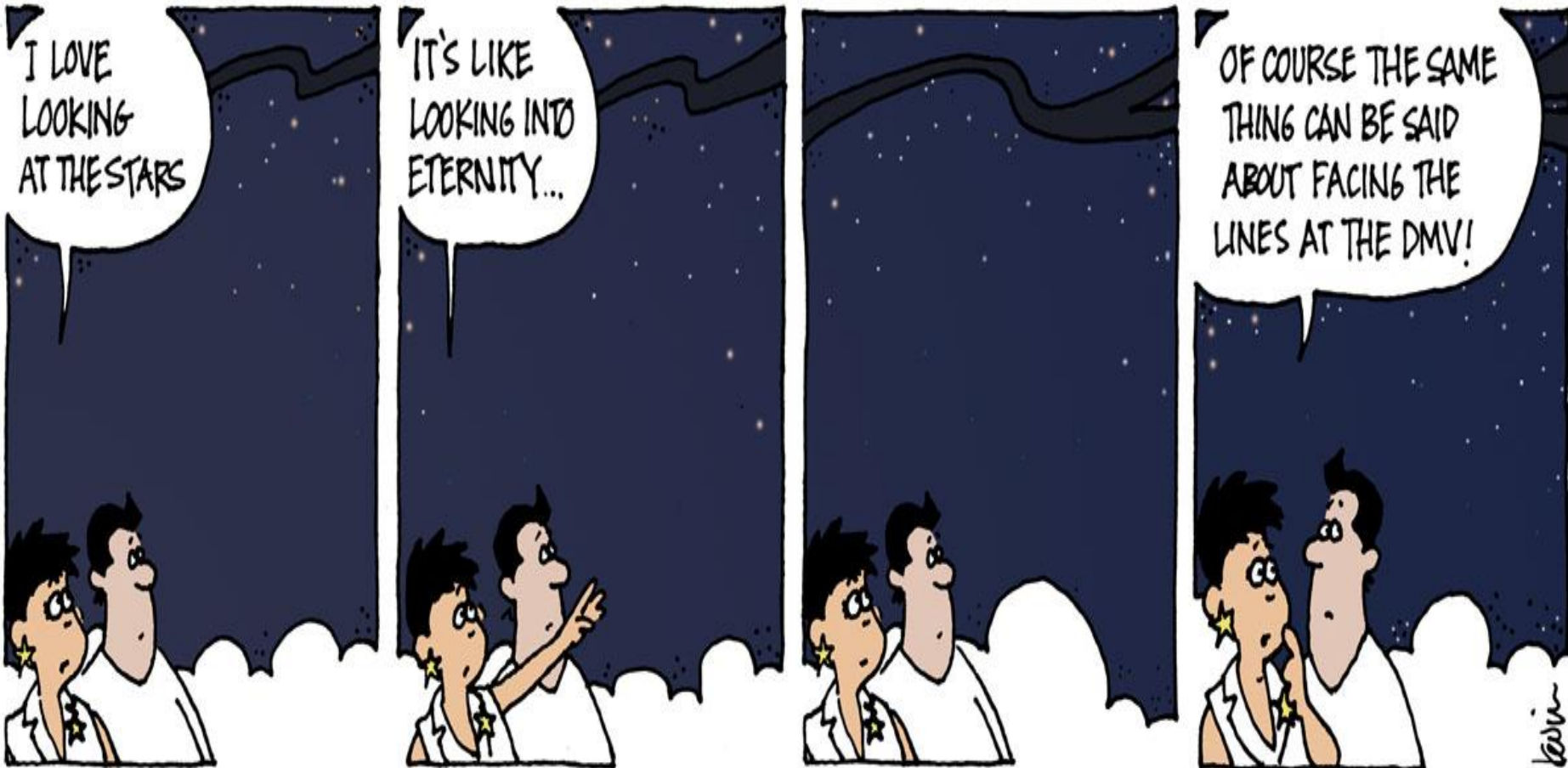
South Carolina Department of Motor Vehicles



Improving Customer Service



South Carolina Department of Motor Vehicle





South Carolina Department of Motor Vehicles



Customer Service Issues

- ✓ Increases in Wait Times and Service Times
- ✓ 'Reactive' Customer Service Management
- ✓ Inefficient Communication





South Carolina
Department of Motor Vehicles



Increases in Wait Times and Service Times



1. Upgraded our existing processes by incorporating a new queuing system's 'out of the box' functionality
2. Implemented in all DMV offices
3. Increased our customer service effectiveness by empowering our office managers to better manage customer flow



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Customer Service Management

Was: Reactive

Now: Proactive

1. Ability to view Customer Service Activities on all organizational levels
2. Capture and analyze service trends and 'Peak' service times
3. Access 'live' Customer Service data via Internet from any workstation/location



Inefficient Communication (External/Internal)

1. Issues automated 'Wait Time' alerts to management
2. Provides Wait Time/Customer Count information on our public website
3. Creates a 'road map' for each customer visit improving our customer problem management



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