

# **CALIFORNIA DMV**

## **Jurisdictional Showcase**

**Shamim Khan**  
**Deputy Director**  
**Licensing Operations Division**



# Appointment Notify – we'll call you back

- Launched: April 2011
- 3-day advance reminder call
- Date, time, appt type
- Available statewide
- 9,000 “notifies” daily



# Virtual Hold

## We'll Call You Back

Try DMV's NEW *Virtual Hold* Feature



- Launched: June 2011
- Customer callback option;
- 19,000 daily opt for this feature
- Callbacks within 15-60 minutes [video](#)



# What Our Customers Are Saying



**Chelsea**  
@MotoWife

 Follow



Love that @CA\_DMV is going to call me back when it's my turn, instead of me sitting on the phone waiting for 30+ minutes! #amazing



**GinaLeeO**  
@justregi

 Follow



CA DMV has a virtual hold option. u don't have to sit on hold, they'll call u back! I like.



**johnny12style**  
@johnny12style

 Follow



Thanks to the @CA\_DMV for reaching out and calling me about my inquiry. It beats waiting on the lines for over 30 minutes! I'm satisfied.



# QUESTIONS?

**Shamim Khan**  
**Deputy Director**  
**Licensing Operations Division**  
**California Department of Motor Vehicles**

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