Kansas Division of Vehicles

Driver Solutions

November 4, 2015
Jessica Ross, Driver Services Manager
Driver Solutions is responsible for maintaining complete driving records for all Kansas drivers.

Three program areas:
- Medical/Vision Unit
- Driver Solutions
- Driver’s License Public Calls

Types of customers: Drivers, Courts, Law Enforcement, Physicians, Attorneys, Insurance Companies etc.

Responsible for all of the processing and phone calls related to our three program areas!
Prior to Contact Center Implementation

- One phone line
  - Public, Law Enforcement, and Courts had to call the same phone line to get in touch with our department.

- Call volume
  - July of 2014
  - 70,114 calls were presented.
  - 12% Answer Rate.

- Processing backlog
  - Over 10,000 work items.

- Old organizational structure
  - Separate phone and processing teams with three supervisors.

- Outdated ACD phone system.

- Quality Assurance metrics not defined.
• Resource Team
  ➢ 3 subject matter experts hired in July 2014.

• Integrated Business Support
  ➢ No longer have separate teams for phones and processing.
  ➢ Gained 6 new positions as a result of business need!

• Call Volume
  ➢ July of 2015
  ➢ 11,829 calls were presented.
  ➢ 93.5% Answer Rate.

• Court Phone Line
  ➢ Expedite Kansas Court calls.

• Driver’s License Public Phone Calls.
  ➢ Driver Solutions added Driver’s License public calls in November 2014.
New Phone System

- **VoIP Phone System**
  - November 2013

- **Better Phone Reporting**
  - Ability to generate detailed agent reports in many different formats and intervals.

- **Auto-In**
  - Agent’s phone auto answers calls, reducing the amount of deflected calls.

- **Improved Schedule Adherence**
  - Ensures compliance with scheduled start, stop, and break times.

- **Real-Time Monitoring**
  - Managers are immediately alerted to customer service issues as they happen.
Focus on Quality
- The Division of Vehicles added a Quality Assurance Expert, who oversees quality assurance standards for the entire Division of Vehicles.

Calls Handled- Quality vs. Quantity
- Shifting focus from the total number of calls taken to an adherence model of at least 75%.

Weekly Calibration
- Management teams meet to determine by comparison the standards set forth by the Division. These weekly meetings serve as a quality assurance mechanism for improving the overall quality monitoring process throughout the Division.

1st call resolution
- Next Step Information
- Properly address all of the customer needs the first time they call, eliminating the need for the customer to call a second time.
Self Service Tools

- **Mobile App**

  Kansas Department of Revenue
  KS Vehicles Connect App Now Available!
  From the app customers will be able to:
  - Get in line remotely for the six largest driver licensing offices
  - Check the status of their driver's license
  - Access their vehicle registration information and renew their tags online
  - Find the driver licensing or tag office closest to them and pull up directions

  Scan the QR code or search KS Vehicles Connect in your app store to download.

- **DL Status Check**

- **Court Portal**
Future of Driver Solutions

- Enhance IVR
- Outbound calls
- Web Chat
- More Streamlined Services
- Onsite Representatives
  - At least one Driver Solutions representative at each of the 42 full service exam stations in Kansas.