

Kansas Division of Vehicles

Driver Solutions

November 4, 2015

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Who We Are and What We Do...

- 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- Outdated ACD phone system.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.

Change is good right?

- **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.



Quality Assurance

- **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**



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.







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KS Vehicles | Connect

- 📍 Find a driver's license office >
- 📍 Find your county treasurer >
- 🔍 Driver Solutions >
- ✍️ Take a practice driving exam >
- ☁️ Online Services >
- ★ Download a drivers handbook >
- ♥️ External links >
- ℹ️ Frequently Asked Questions >
- ☎️ Contact us >

- **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.



Questions

