



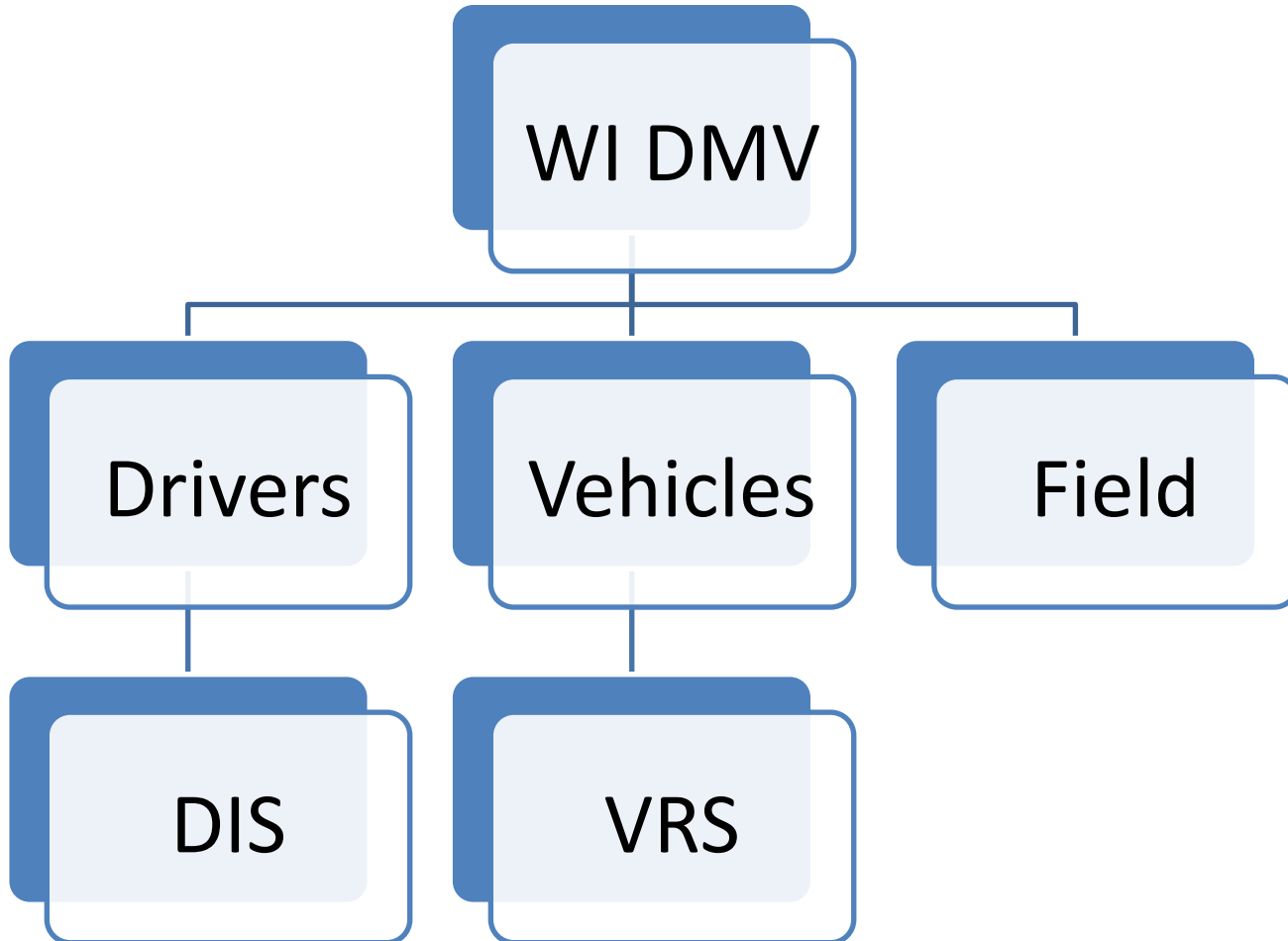
<WI Call Centers>

<Ann Perry>

<Mitchell Warren>



WI Structure



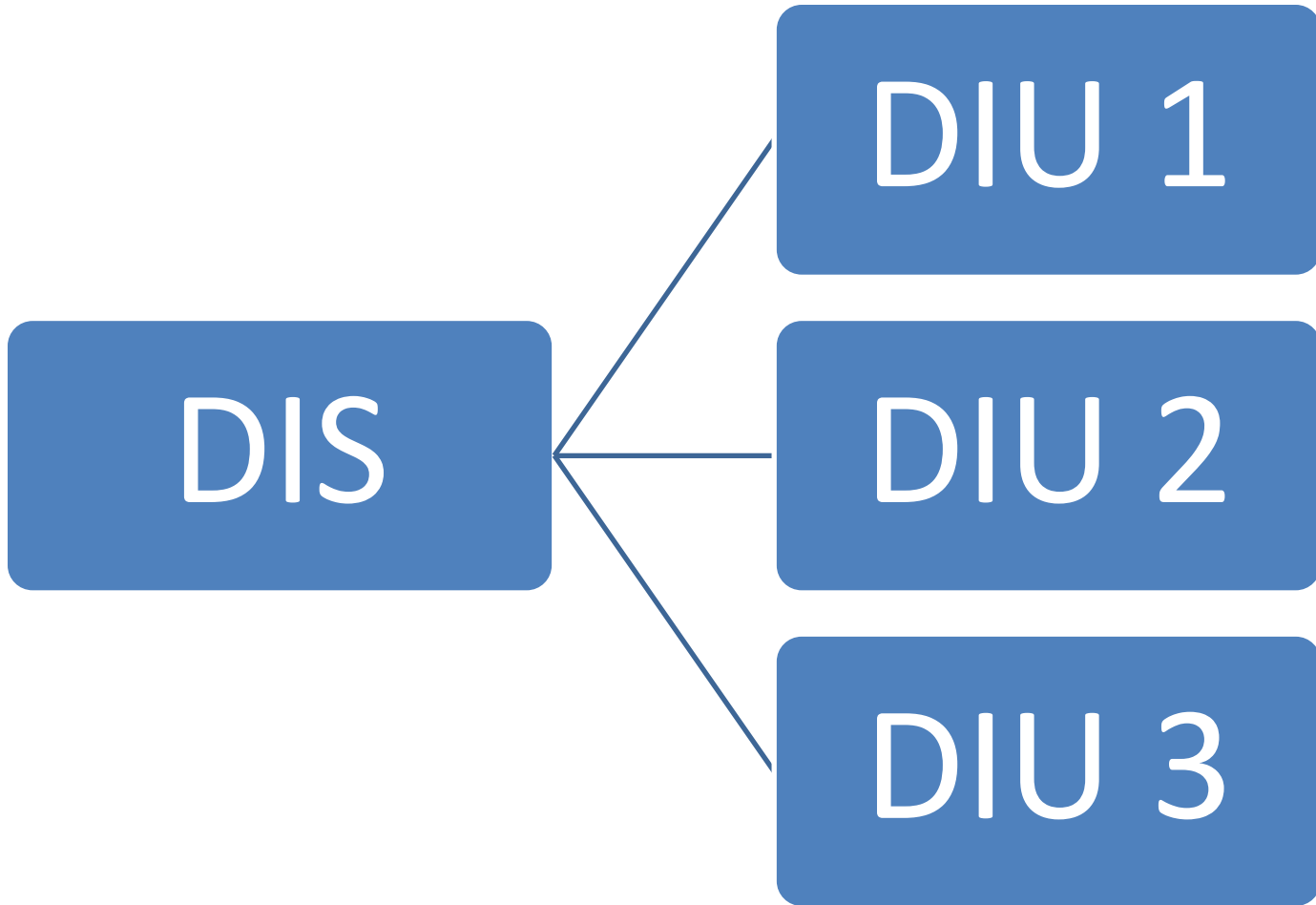
Call Center Metrics

- Service level goal: 80% of all calls are answered in <2 mins wait time
- Goal is reported weekly and feeds a DOT level external facing performance report
- Survey at end of call
 - Agent was courteous?
 - Agent answered my question?
 - I understood the info provided?

Call Center Metrics

- 100% of calls are recorded
- Sample of calls audited for Quality:
 - accuracy
 - completeness
 - appropriate service
- Calls abandoned and blocked or busied are reported on, but no metric in place

- Commonalities:
 - Virtual hold callback option if wait time over 2 min.
 - Automated call overflow concept maximizes staff potential during times of high call volumes.
 - Emails routed via phone system to agents.
 - Automated daily performance reporting by agent and by call group.
 - Chat option for online self-service applications.
 - Telework option for qualified agents.



DIS Call Flow

- Selection of IVR choices by customers routes calls by call group subject to agents:
 - Road test scheduling
 - ID/DL issuance questions
 - DL reinstatement questions
 - Driver record info and points
 - Unpaid fines
 - Fed Med
 - Undeliverable ID/DL cards
 - Assessment information

Unique to DIS

- Phone staff is blend of advanced staff and entry level staff working towards advanced
 - Entry level staff only handle call groups they are knowledgeable on via modular training progression.
 - Training objective is that all staff have knowledge level to answer each DIS call subject group.
 - Advanced staff rotate “Assistance Team” duty that handles after call follow-up greater than 2 min.
 - All staff are required to listen to a management selected call of the week.



- DMV contracted with a private-sector contact center consultant
 - The consultant correctly identified that DMV wasn't operating contact centers, rather we were operating processing centers that happened to handle customer contact
 - Recommended separating contact work from processing work and establishing contact-only work units
 - Also recommended removal of excessive IVR processing and using staff to triage calls

VRS Call Flow

- DMV/BVS implemented the consultant recommendations in VRS
 - Created the Vehicle Service Contact Center, a contact-only work unit
 - Minimal IVR processing before being directly routed to a “triage” agent in VSCC
 - “Triage” agents are entry level, trained to answer ~60% of incoming calls
 - Calls not able to be answered in VSCC are escalated to advanced level staff in the Research and Information Units

Pro's/Con's

- Why the DIS method is great!
- Why the VRS method is great!
- Did Ann really beat Mitch in an arm-wrestling contest?
- What are you doing in your jurisdiction?