<WI Call Centers>
<Ann Perry>
<Mitchell Warren>
WI Structure

WI DMV

Drivers

Vehicles

Field

DIS

VRS
• 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.
• 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
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
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
• 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?