CUSTOMER SATISFACTION INDEX (CSI)

- Serve 80% of in-person customers within 20 minutes
- 90% of a location’s weekly skills tests demand is available 4 weeks in advance
- Answer 80% of phone calls within 2 minutes (goal is changing in 2018)
- Complete 80% of title applications within 30 days (goal is changing in 2018)
- Respond to 80% of e-mails within 24 hours (new goal in 2018)
Weekly Review:
- What factors contributed to the low score?
- Anything to be learned from the week?

CSI Best Practices Team:
- Learn from others’ success
- Set expectations for efficient operations
COLLECTING CUSTOMER FEEDBACK:

QR CODE on all receipts for quick survey access

- Date/Location of Visit?
- Name of Customer Service Representative?
- Purpose of visit?
- How many visits to complete transaction?
- How long did you wait? What is reasonable?
- Was staff courteous, knowledgeable, efficient?

- Agent courteous?
- Agent answered my questions?
- Understand the information?
It can be a challenge to keep 700+ staff persons, spread throughout the state, feeling connected and up-to-date.

WisDMV has implemented some new communication tools:

• Wake-Up Wednesday Videos
• Knowledge Owl
• Weekly Tech Updates
WAKE-UP WEDNESDAY VIDEOS

• Instructional/Training Videos
• Management Video Messages
• Section Updates – Meet employees, learn what they do
Welcome to the WisDMV KnowledgeOwl!

This is a collection of resources for WisDMV. Browse the table of contents to the left, search for content, or check out the most popular and recently updated articles below.

**Popular Articles**
- Secured Party Tips
- Fee Schedule
- Wheel Tax
- Driver Services Email Templates
- Secured Party Number
- See more...

**New Articles**
- REAL ID Procedure
- REAL ID Requirements
- REAL ID Introduction
- Corporate Name Changes
- Tier of Operation Update for Wisconsin Driver Records
- See more...

Know what is new
For More Information
Contact: