



Help Desks/Call Centers

Template to Record Case Activity Information

A template that modifies the FLORIDA computer system's comment record screen prompts staff to enter areas of eligibility as required can be used in Department of Children and Families call centers and case maintenance units. For more information, please contact Reginald Altazan at (850) 833-3713 or reginald_altazan@dcf.state.fl.us. 2007 DCF-050

Customer Call Center Resource Tool

A web-based customer call center resource tool reduces caller wait time, thereby and improving service and caller satisfaction. For more information, please contact Alicia Chevtaikin, (850) 313-7336 or alicia_chevtaikin@dcf.state.fl.us. 2007 DCF-093

Statewide Help Desk Self Service Web Ticketing

Expediting customer requests via a help desk web page reduces phone assistance, saving Department of Children and Families staff an estimated \$100,000 worth of time annually. For more information, please contact Nancy Kenyon at (850) 410-2727 or nancy_kenyon@dcf.state.fl.us. 2007 DCF-094

Automated Help Desk Quality Assurance Survey

An on-line quality assurance survey enables customers to submit responses via the Department of Children and Families intranet upon completion of help desk assistance. For more information, please contact Nancy Kenyon at (850) 410-2727 or nancy_kenyon@dcf.state.fl.us. 2007 DCF-101

Centralized Service Center for Field Personnel

Combining help desks of seven organizational units to respond to telephone and email inquiries concerning driver licenses saved the Department of Highway Safety and Motor Vehicles \$450,000 in employee production time. For more information, please contact Michael McCaskill at (850) 617-2541 or mccaskill.mike@hsmv.state.fl.us. 2007 DHSMV-004

Improved Technical Support

New service support processes at the Department of Health in Tallahassee used ITIL principles that will save an estimated \$270,000 annually by reducing the time to resolve help desk tickets by 85%. For more information, please contact Mike Odom at (850) 245-4305 or michael_odom@doh.state.fl.us. 2007 DOH-003