



Governor's Office of Customer Service
FASTER. FRIENDLIER. EASIER.

January 2008

Taxpayer Assistance: Faster Service at DOR



DOR employees evaluate processes on a value stream map

The Department of Revenue (DOR) Taxpayer Services Call Center has dramatically cut response times to taxpayer inquiries from 42 days to just 3 days on average.

Partnering with the Governor's Office of Customer Service, DOR employees conducted Rapid Process Improvement (RPI) and Call Center Improvement activities to streamline workflow and speed up call handling. This is the first agency to implement RPI and Call Center Improvement methods together in one program.

Key Results from RPI:

- » Workflow improvement resulting in decreasing the response time to customer inquiries and issues to 3 days from the initial 42 days.
- » Reconfigured call center floor plan to provide a more efficient workflow and management control.
- » Created a new hire training program, reducing the time agents become productive.

The Motor Vehicle Division is targeted to begin RPI in early Spring.

Key Results from Call Center Improvement:

- » Increased employee and supervisor understanding of call center environment through team participation focus groups.
- » Currently implementing Nortel/Oracle State Contact Center/Customer Service Management(CRM) tool/ software solution in Taxpayer Solutions and Motor Vehicle Services.

"OCS's participation has been critical in providing us with additional horsepower to continue our regular job while implementing the positive changes taking place," said Commissioner Bart Graham.

Serving State Employees

To continue improving service to Georgia's citizens, DOR, in a joint effort with the IRS, will offer a free tax return filing service for state employees. The service will be available to all state employees, and advance registration is requested.

Now Open

1.800.georgia

your connection for state services

This month, The Governor's Office of Customer Service introduces a new service to Georgia's citizens.

1.800.georgia is:

- A number and a service.
- For Georgians seeking state services who don't know what number to call.
- A call center that connects citizens to the right government service on the first call.
- A local number (404.656.2000) and a toll-free alternative (1.800.georgia).
- A crucial component in achieving Governor Perdue's goal for Georgia to have the BEST customer service in the nation.

1.800.georgia is NOT replacing other state call centers. Georgians who already know what service to call should continue to contact it directly.

How does 1.800.georgia work?

- Supported by a statewide KnowledgeBase of data owned and maintained by individual state agencies.
- Answered by a trained agent who searches the state KnowledgeBase for the correct service and phone number.

The caller is connected to the agency responsible for the service needed. Whenever possible, a trained agent remains on the line until the person who can help answers. This is known as a "warm transfer." As a result, callers don't just get a phone number; they get an actual person who can help.

For more information about 1.800.georgia, contact the Governor's Office of Customer Service at 404.463.8793.

More Stories on the Web! <http://team.georgia.gov> > Customer Service

Video of the Governor's Customer Service Recognition Program
Employees from across the state were honored for service excellence.

45 employees receive Governor's Commendations for customer service
Find out who won and read their stories!

Governor Continues to Honor Customer Service

The Governor's Commendation Certificates recognize state employees who consistently provide excellent customer service. These awards represent the very best Georgia has to offer in the areas of courteous, helpful, accessible, knowledgeable and responsive service.

Along with the certificate of commendation signed by the Governor, the honorees will be treated to a day at the Capitol on Jan. 29th. Recognizing those who have committed themselves to providing excellent Customer Service is an honor, and the Governor is proud to acknowledge their efforts.

Nominees were selected on the basis of consistent high levels of performance and going above and beyond the call of duty while still accomplishing their normal job responsibilities.

Nominate Someone Today!

Nominations can be submitted at any time! Nomination instructions, eligibility

information and forms can be found on the Team Georgia website (team.georgia.gov) under the customer service tab.

Serving Those with Special Needs: Commendation Recipient Dr. Jeff Gagne



Dr. Jeff Gagne is an example of the type of commitment that is changing the culture of customer service in Georgia. A recent recipient of a Governor's commendation, Dr. Gagne was nominated by State Senator Eric Johnson for his service to special needs students.

"Dr. Gagne has made me proud of our state government employees," said Senator Johnson.

"He embraced a new program and not only created a seamless implementation process but went out of his way to provide personal attention to the thousands of people who inquired about this new scholarship program. I fully believe that its success has been in large measure due to the efforts of Dr. Gagne."

Dept. of Transportation: Ready for 1.800.georgia!



handling phone calls in preparation for the launch of 1.800.georgia in January. Emphasis was placed on training for those who would be handling the calls coming from 1.800.georgia.

Pictured: Jim Davis, Marty Hicks(OCS) and Ellis Woodall answer questions during a DOT teleconference with 7 district offices.

The Georgia Department of Transportation is a key partner with OCS in providing "warm transfers" between 1.800.georgia and district offices located throughout the state.

A recent teleconference was held to communicate key messages about 1.800.georgia to DOT employees. This live and interactive communication tool is another example of how state agencies are using technology in exciting ways to provide better customer service.

The teleconference provided a unique opportunity for dialogue among those

Training Across the State

Fifteen agencies have participated in "The Art of Exceptional Customer Service" train-the-trainer authorization.



The next class for trainers takes place Feb. 18-21. To register contact your agency champion or call OCS at 404-463-8793.

Call to Action

"Start with the Customer"



The year 2007 was important in creating a customer-focused culture in state government. As Team Georgia, we focused on the best ways to greet customers, listen, help and honor our commitments to them. In 2008, we must continue to focus on our customers and act with their needs in mind.

The Team Georgia Roadmap to Success is designed to help us move in the same direction - toward having the Best Customer Service of any state in the nation. As you can see on the Roadmap, the first point on the journey is "Start with the Customer."

- Ask yourself: Who are your customers?
- Why are customers important to your success?
- Are you listening to what your customers are saying?

Helpful Tips

Look at your agency from your customers' point of view. Imagine you're the customer. Look for things you can do to improve their experience by making the process faster, being a friendlier host, or creating easier ways to access services.

Ask customers what they want. Ask what they do and don't like about the services you and your agency provide. You and your agency should be willing to act on what customers tell you.

In your work unit, discuss how to get ongoing feedback. Ask for feedback periodically so that you can continuously measure your improvement. Some options include customer comment cards, feedback "hot lines," surveys or focus groups.

Share these suggestions for improvement. Talk with your supervisor and with your Customer Service Champion.

Look for new messages each month. Next up: Measuring Customer Service

Governor's Office of Customer Service

Sonny Perdue, Governor • Joe Doyle, Director

COMMUNICATIONS • Jerri Cloud, Director • Stephen Bailey • Justine Holcomb

CONTACT • 404-463-8793 • success@ocs.ga.gov • <http://team.georgia.gov>