



Customer Service Unit Overview

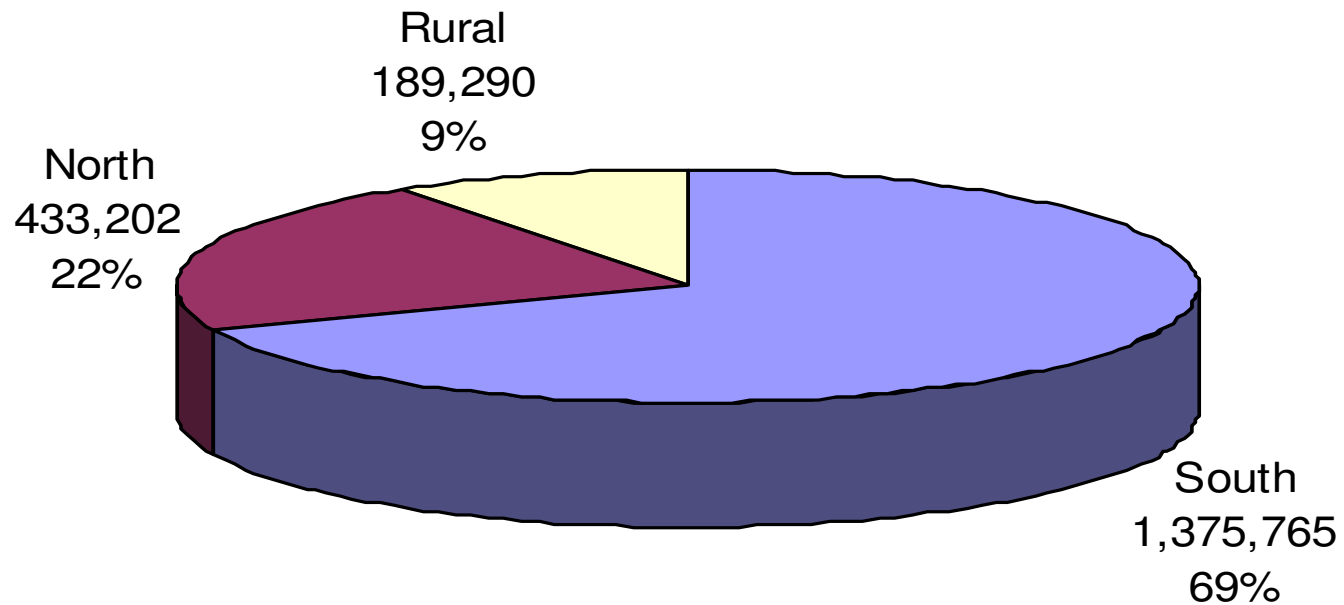
Nevada Division of Welfare &
Supportive Services
October 2008



What is Customer Service?

- Voice Response System
- Call Center
- Centralized Functions
- Website

Nevada Population 2000





Nevada's Programs

- Child Support Enforcement Program (CSEP)
- Food Stamps/EBT
- Medicaid
- State Collections & Disbursement Unit (SCaDU)
- Temporary Assistance for Needy Families (TANF)
- New Employees of Nevada (NEON)
- Medical Assistance for the Aged, Blind and Disabled (MAABD)
- Investigations and Recovery (I&R)
- Energy Assistance Program (EAP)
- Nevada Check Up

Customer Calls SFY 2008

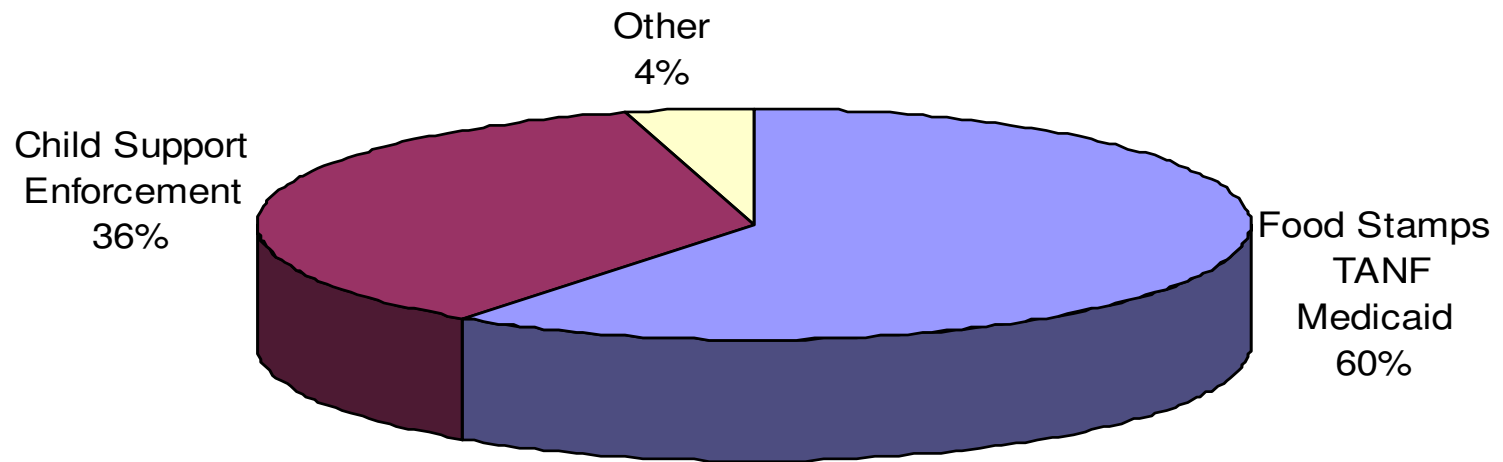





Equipment

- Voice Response System 1.0
- Call Management System

Voice Response System SFY 2008

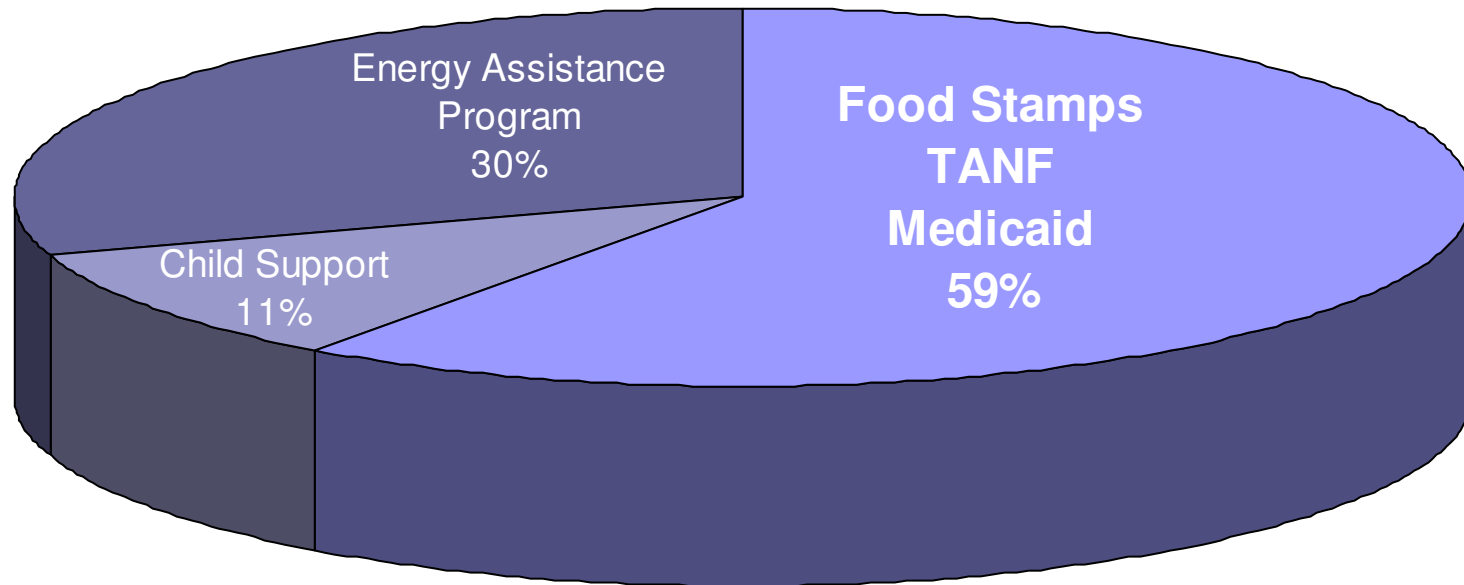




What is the Voice Response System?

- Automated Telephone System
- Available in English or Spanish
- Basic information
- Individuals' access to their benefit information
- Auto Dialer
- Hold Message
- Transfer to the call center

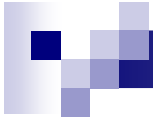
Call Center SFY 2008





Call Center Services

- Verify the client
- Confirm case information
- Share pertinent information regarding the case
- Explain notices
- Document and email the client information to the caseworker through the Case Narrative (C-LOG)
- Referrals to other resources



Q



AUX Codes

AUX 1 – Other: copying, printing or faxing

AUX 2 – Break

AUX 3 – Lunch

AUX 4 – Training

AUX 5 – Unit Meeting

AUX 6 – TDD Calls

AUX 7 – Interpreting for the offices

AUX 8 – Special Assignment



Training Process

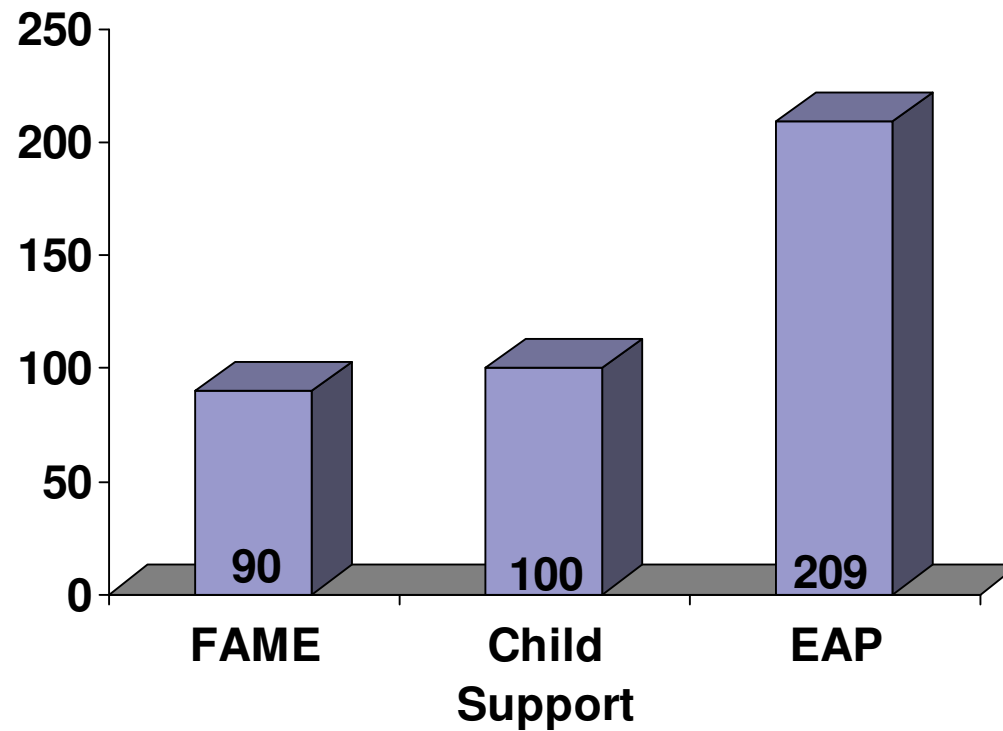
1. New staff review the scripts
2. Observe and listen to other agents
3. Take calls with an agent
4. The trainer is listening most of the time on the phone with instant messaging to communicate with trainee
5. Daily CLOG 100% review for 1 month
6. Random listening



Quality Assurance Process

1. CLOG reviews on a tiered schedule i.e. 100%, 75%, 50%.
2. Daily review Call Management System (CMS)
3. Individual Agents Call Review (summary daily and AUX report)
4. Monthly Statistical Report

Average Daily Calls





Centralized Functions

1. QC Pulls
2. Hospital Authorized Representative
3. Web mail FAME and Child Support
4. Send out applications
5. Send out copies of notices
6. Request Medicaid card replacements
7. Other State Agencies
8. Interpretive Services
9. Teletypewriter (TTY) and Telecommunications Device for Deaf (TDD)
10. Update web link



Website Proposal

Web Prototype



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