**Recreation.gov aka Recreation One Stop or National Recreation Reservation Service - 877-444-6777** N/A

**Department:** Department of Agriculture (USDA)
**Agency:** Forest Service
**Office:** Washington
**Division:** Recreation

**Survey Respondent Name:** Jolene Hall
**Email:** jolene_hall@nps.gov
**Tel:** 5407453388

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
N/A

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
N/A

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School Diploma |
| Inbound E-mails (including web forms) | High School Diploma |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: Internet and Field Sales Channels | High School Diploma |

**Q6. Social media sites used by contact center**

| | | |
|---|---|---|
| Facebook | Linked In | RSS Feed |
| Twitter | My Space | Does not use social media |
| You Tube | Blog | |
| Other, please specify: | | |

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 12 |
| Saturday | 12 |
| Sunday | 12 |
| Federal Holidays | 12 |

**Q8. Largest program supported by call center:**
Recreation.gov aka Recreation One Stop or National Recreation Reservation Service - 877-444-6777

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 348517 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 118861 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 467378 | Walk-in Center: | 0 |
| Inbound Emails | 21,896 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** 26-50%

**Recreation.gov aka Recreation One Stop or National Recreation Reservation Service - 877-444-6777** N/A

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Active Network \| Outdoors (AWO) | Reservations & Information | Specialized |
| Internet Explorer | Staff to access AWO and other web based products. | COTS |

**Rural Housing - 800-414-1226** none

**Department:** Department of Agriculture (USDA)
**Agency:** RD
**Office:** Centralized Servicing Center
**Division:** Customer Service Branch

**Survey Respondent Name:** Tamara Salvo
**Email:** tamara.salvo@stl.usda.gov
**Tel:** 314-457-5286

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
servicing deliverables are published in procedures and included within Performance Work Plans at all levels

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: customers who have a home loan through a Rural Development program

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | high school diploma or equivalent |
| Inbound E-mails (including web forms) | high school diploma or equivalent |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 10 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Rural Housing - 800-414-1226

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** Yes
English Spanish
Other please specify: we can connect to a language line on the fly if need be

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 1077157 | Web Chat: | |
| Inbound Calls Completed by IVR: | 918798 | Short Message Service: | |
| In-bound Calls Overall Volume: | 1995955 | Walk-in Center: | |
| Inbound Emails | 6,000 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Rural Housing - 800-414-1226** none

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Mortgageserv | mortgage loan servicing software | Specialized |
| CISCO | telephony and agent desktop | COTS |
| call pegging | tracks call purpose | Specialized |

**Assistance with export regulations and policies - 949-660-0144**

**Department:** Department of Commerce (DOC)
**Agency:** Bureau of Industry and Security
**Office:** Office of Exporter Services
**Division:** Western Regional Office

**Survey Respondent Name:** Michael Hoffman
**Email:** michael.hoffman@bis.doc.gov
**Tel:**

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Don't know

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
N/A

**Q4. What customer audience does the contact center serve?**
General Public  Industry  Government  Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Extensive taining in export regs |
| Inbound E-mails (including web forms) | Extensive taining in export regs |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | Extensive taining in export regs |
| Other, please specify: On-site at conferences trade shows | Extensive taining in export regs |

**Q6. Social media sites used by contact center**
Facebook  Linked In  RSS Feed
Twitter  My Space  Does not use social media
You Tube  Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 9 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Assistance with export regulations and policies - 949-660-0144

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone**  **Program Supported:**

**Q10. Geographic Service Area:**
US  Canada  Other countries, please specify: all

**Q11a. Languages offered by the contact center:**
English  Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 25000 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 0 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 25000 | Walk-in Center: | 2500 |
| Inbound Emails | 1500 | Other | 150 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No  **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Assistance with export regulations and policies - 949-660-0144**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Outlook | Communications | COTS |

**CLMSO Customer Service Center - 800-923-8282** 301-763-info

**Department:** Department of Commerce (DOC)
**Agency:** Census Bureau
**Office:** Customer Service Center
**Division:** Customer Liaison and Marketing Services Office/Customer Services Branch

**Survey Respondent Name:** Michael Berning
**Email:** michael.a.berning@census.gov
**Tel:** 301 763 2028

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The Customer Service Center provides a knowledge base of Frequently Asked Questions and interacts with the public through multiple channels - telephone call center, web "ask a question" and web chat.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
n/a

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 9 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
CLMSO Customer Service Center - 800-923-8282

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: Interacts with worldwide customers

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 89990 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 0 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 89990 | Walk-in Center: | 0 |
| Inbound Emails | 42956 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Commerce Business Systems (CBS) - 301-444-3400** N/A

**Department:** Department of Commerce (DOC)
**Agency:** NOAA
**Office:** Finance Office
**Division:** Financial Systems Division/Client Services Branch

**Survey Respondent Name:** Jonathan Wolf
**Email:** jonathan.wolf@noaa.gov
**Tel:** 301-444-3705

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
- Documentation
- Internal training
- Close relationship with 2nd tier/Functional Experts
- Involvement in ongoing operations and maintenance activities for the financial management applications supported by our call center

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
N/A

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | None |
| Inbound E-mails (including web forms) | None |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 10 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Commerce Business Systems (CBS) - 301-444-3400

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 15093 | Web Chat: | |
| Inbound Calls Completed by IVR: | 0 | Short Message Service: | |
| In-bound Calls Overall Volume: | 15093 | Walk-in Center: | 3781 |
| Inbound Emails | 37986 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**NTIS - 800-553-6847** 800-553-NTIS

**Department:** Department of Commerce (DOC)
**Agency:** National Technical Information Service
**Office:** Customer Contact Center
**Division:** Office of Product Management & Acquisitions

**Survey Respondent Name:** Bill McGahey
**Email:** bmcgahey@ntis.gov
**Tel:** 703-605-6588

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Through various controlled measurements including the number of customer complaints versus orders shipped, Automated Call Distribution (ACD) statistics, for example abandoned call rates and queue timeframes, etc.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | HS Diploma |
| Inbound E-mails (including web forms) | HS Diploma |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | HS Diploma |
| Other, please specify: Social Media - Facebook & Twitter | HS Diploma |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 10 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
NTIS - 800-553-6847

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: Worldwide

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** No
English Spanish
Other please specify:

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 22 267 | Web Chat: | NA |
| Inbound Calls Completed by IVR: | | Short Message Service: | NA |
| In-bound Calls Overall Volume: | 22267 | Walk-in Center: | |
| Inbound Emails | 16,535 | Other | 121 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**NTIS - 800-553-6847** 800-553-NTIS

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| CISPUB | Order Entry | COTS |

## Off. of Patent Application Processing, Pre-Grant Publication, Post Exam Processing - 888-786-0101

**Department:** Department of Commerce (DOC)
**Agency:** Patent & Trademark Office
**Office:** Office of Data Management
**Division:** Data Operations Division/Data Content Branch/Application Assistance Unit

**Survey Respondent Name:** Mary Susan Scanlon
**Email:** susan.scanlon@uspto.gov
**Tel:** 703-756-1561

**Q2. Describe how your agency ensures quality customer service across the department/agency.**

Customer Service Forum
Call Recording & Quality Monitoring
Customer Satisfaction Survey (website)
Escalation Process
Ombudsman Program

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

N/A

**Q4. What customer audience does the contact center serve?**

General Public  Industry  Government  Other, please specify: Patent applicants and their Legal Representatives

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | HS Equiv + Extensive Technical Patent Training |
| Inbound E-mails (including web forms) | HS Equiv + Extensive Technical Patent Training |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**

Facebook  Linked In  RSS Feed
Twitter  My Space  Does not use social media
You Tube  Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**

Off. of Patent Application Processing, Pre-Grant Publication, Post Exam Processing - 888-786-0101

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**

**Telephone**  **Program Supported:**

**Q10. Geographic Service Area:**

US  Canada  Other countries, please specify:

**Q11a. Languages offered by the contact center:**

English  Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 75066 | Web Chat: | N/A |
| Inbound Calls Completed by IVR: | 0 | Short Message Service: | N/A |
| In-bound Calls Overall Volume: | 75066 | Walk-in Center: | N/A |
| Inbound Emails | no data | Other | N/A |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** Yes  **Q14b. If yes, what percnetage of the total agent pool is home-based?** 51-75%

**U.S. Commercial Service, Trade Information Center - 800-872-8723** 800-USA-TRADe

**Department:** Department of Commerce (DOC)
**Agency:** International Trade Administration
**Office:** U.S. Commercial Service
**Division:** Trade Promotion Programs

**Survey Respondent Name:** Susan Lusi
**Email:** susan.lusi@trade.gov
**Tel:** 202 482-0136

**Q2. Describe how your agency ensures quality customer service across the department/agency.**

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | BA |
| Inbound E-mails (including web forms) | BA |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | BA |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 9 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
U.S. Commercial Service Trade Information Center - 800-872-8723

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| | 1 800 USA-TRADE is published on programs administered throughout ITA and also supports TPCC members |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 32 000 | Web Chat: | N/A |
| Inbound Calls Completed by IVR: | N/A | Short Message Service: | N/A |
| In-bound Calls Overall Volume: | 32000 | Walk-in Center: | |
| Inbound Emails | 3000 | Other | 300 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**U.S. Commercial Service, Trade Information Center - 800-872-8723** 800-USA-TRADe

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| CTIOS | Workforce management tool | COTS |
| Cisco Webview | Statistics | COTS |
| Lotus Notes | Knowledgebase | Specialized |

**We are the first-tier call center for the USPTO - 800-786-9199** 800-PTO-9199

**Department:** Department of Commerce (DOC)
**Agency:** U.S. Patent and Trademark Office
**Office:** Office of the Chief Information Officer
**Division:** USPTO Contact Center

**Survey Respondent Name:** Donna Cooper
**Email:** donna.cooper@uspto.gov
**Tel:** 703-756-1893

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
There are multiple ways including the ACSI/Foresee Results web customer satisfaction survey, a monthly Customer Service Forum for all call center managers, call recording for quality monitoring, CRM tools, Patent Ombudsman Program, and an escalation process.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: inventors, entrepreneurs, researchers, attorneys, agents

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | HS |
| Inbound E-mails (including web forms) | HS |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | closed November 2010 |
| Other, please specify: Publication requests via IVR | HS |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 12 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
We are the first-tier call center for the USPTO - 800-786-9199

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** No
English Spanish
Other please specify:

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 146100 | Web Chat: | n/a |
| Inbound Calls Completed by IVR: | unknown | Short Message Service: | n/a |
| In-bound Calls Overall Volume: | 146100 | Walk-in Center: | 7028 |
| Inbound Emails | 7768 | Other | 4050 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Siebel | CRM tool | Specialized |

**Federal Student Aid - 800-433-3243** 800-4-FEDAID

**Department:** Department of Education (ED)
**Agency:** Federal Student Aid
**Office:** Customer Experience Group
**Division:** Student Experience Group/Customer Service

**Survey Respondent Name:** Crystal Lewis
**Email:** crystal.lewis@ed.gov
**Tel:**

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The creation of a Customer Experience Group has allowed us to focus more on meeting customers expectations. New groups have been created, which includes the customer analytics department.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 14 |
| Saturday | 8 |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Federal Student Aid - 800-433-3243

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| | Borrower Tracking (NSLDS) |
| | Studentloans.gov |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 7170690 | Web Chat: | 1440841 |
| Inbound Calls Completed by IVR: | 2095463 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 9266153 | Walk-in Center: | |
| Inbound Emails | 693638 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**AHRQ Publications Clearinghouse - 800-358-9295**

**Department:** Department of Health and Human Services (HHS)
**Agency:** AHRQ
**Office:** OCKT
**Division:** n/a

**Survey Respondent Name:** Tonya McCarther
**Email:** tonya.mccarther@ahrq.hhs.gov
**Tel:** 301-427-1392

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
AHRQ is committed to providing quality customer service to its customers. AHRQ ensures a high-level of service through on-site visits to the contact center, frequent meetings between contracted staff and AHRQ personnel, customer feedback review, and established quality control processes.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
www.ahrq.gov/news/standards.htm

**Q4. What customer audience does the contact center serve?**
General Public  Industry  Government  Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | 10th Grade education |
| Inbound E-mails (including web forms) | High school disploma or equivalent |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook  Linked In  RSS Feed
Twitter  My Space  Does not use social media
You Tube  Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 24 |
| Saturday | 24 |
| Sunday | 24 |
| Federal Holidays | 24 |

**Q8. Largest program supported by call center:**
AHRQ Publications Clearinghouse - 800-358-9295

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone**  **Program Supported:**

**Q10. Geographic Service Area:**
US  Canada  Other countries, please specify: callers outside U.S. can dial 703-437-2078

**Q11a. Languages offered by the contact center:**
English  Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 46230 | Web Chat: | n/a |
| Inbound Calls Completed by IVR: | n/a | Short Message Service: | n/a |
| In-bound Calls Overall Volume: | 46230 | Walk-in Center: | 2284 |
| Inbound Emails | 18177 | Other | n/a |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No  **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**AHRQ Publications Clearinghouse - 800-358-9295**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| AMIS (oracle-based system) | order processing  inventory control | Specialized |
| Microsoft Office | order processing  reporting | COTS |

**All HRSA grant program and general information about the Agency - 877-464-4772** 877-GO4-HRSA

**Department:** Department of Health and Human Services (HHS)
**Agency:** Health Resources and Services Administration
**Office:** Office of Operations
**Division:** Office of Information Technology

**Survey Respondent Name:** Jennifer Riggle
**Email:** jriggle@hrsa.gov
**Tel:** 301-443-7530

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The HRSA Call Center ensures quality customer service with a robust call monitoring program.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
No

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | GED/High School Diploma |
| Inbound E-mails (including web forms) | GED/High School Diploma |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | GED/High School Diploma |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

**Q7a. Contact Center Open** **Q7b. Hours Open**
Weekdays 9
Saturday
Sunday
Federal Holidays

**Q8. Largest program supported by call center:**
All HRSA grant program and general information about the Agency - 877-464-4772

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 43939 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 0 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 43939 | Walk-in Center: | 0 |
| Inbound Emails | 6087 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**All HRSA grant program and general information about the Agency - 877-464-4772** 877-GO4-HRSA

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Remedy | tracking calls | COTS |

**BCRS Customer Care Center - 800-221-9393** N/A

**Department:** Department of Health and Human Services (HHS)
**Agency:** Health Resources and Services Administration
**Office:** Bureau of Clinician Recruitment and Service (BCRS)
**Division:** Division of Program Operations

**Survey Respondent Name:** Jennifer Riggle
**Email:** jriggle@hrsa.gov
**Tel:** 301-443-7530

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
In September, 2010, BCRS launched an internal customer service initiative. That initiative has many subcomponents including: basic customer service training for staff; development of a SOW to procure advanced customer service training for staff; call center transformation/ reinvigorating and procuring a new Bureau-wide Contact Center to support all customers (clinical sites healthcare providers applicants other partners) in a consistent and centralized fashion; launching an online customer s

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
N/A

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: clinical sites healthcare providers applicants tribal organizations universities, colleges

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | GED/High School Diploma |
| Inbound E-mails (including web forms) | GED/High School Diploma |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
BCRS Customer Care Center - 800-221-9393

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| No separate numbers | NHSC Scholars NHSC Loan Repayment Nurse Scholoarship Program Nursing Education Loan Repayment Program, Faculty Loan Repayment Program |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 104000 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | not available | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 104000 | Walk-in Center: | 0 |
| Inbound Emails | 13500 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**Bureau of Primary Health Care: Health Center Programs - 301-594-4110** 877-974-BPHC

**Department:** Department of Health and Human Services (HHS)
**Agency:** Health Resources and Services Administration/Bureau of Primary Health Care (BPHC)
**Office:** Office of Training and Technical Assistance Coordination
**Division:** N/A

**Survey Respondent Name:** Jennifer Riggle
**Email:** jriggle@hrsa.gov
**Tel:** 301-443-7530

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The BPHC Helpline maintains active online discussion forums as well as a frequently asked questions data repository for staff and grantees. A Data Entry protocol has been established to ensure data consistency for all helpline inquiries. These improvements to the BPHC Helpline have led to faster and more accurate response times to agency clients. In addition, phone support clients are also able to contact the helpline via a shared BPHC Helpline email mailbox. The BPHC Helpline (phone and mai

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
N/A

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: HRSA Grantees

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School Diploma |
| Inbound E-mails (including web forms) | High School Diploma |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: BPHC Program Manager support (walk-in's) | High School Diploma |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 9 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Bureau of Primary Health Care: Health Center Programs - 301-594-4110

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: American Territories

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 9800 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 0 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 9800 | Walk-in Center: | 0 |
| Inbound Emails | 3300 | Other | 100 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Over 75%

**CDC-INFO supports over 60 CDC programs; enterprise-wide. 115 topics and 595 subtopics. - 800-232-4636** 800-CDC-INFO

**Department:** Department of Health and Human Services (HHS)
**Agency:** Center for Disease Control and Prevention
**Office:** Office of the Associate Director for Communication
**Division:** Division of Community Engagement/CDC-INFO

**Survey Respondent Name:** Stephanie Paige Flynn
**Email:** ijf4@cdc.gov
**Tel:** 404-498-2484

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
CDC-INFO currently utilizes a third party evaluator that provides a quality assurance assessment and an evaluation plan that utilizes a fully integrated, systematic, and continuous improvement methodology to monitor and evaluate contact center quality and customer satisfaction. Contact center agents are evaluated based on accuracy manner and completeness of their responses. The third party evaluator measures these criteria for over 60 CDC programs that CDC-INFO serves; including 115 topics an

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
N/A

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Medical and Healtcare professionals State and Local health

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School but CDC-INFO has MD and RN on staff |
| Inbound E-mails (including web forms) | High School but CDC-INFO has MD and RN on staff |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: Postal Mail | High School |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 16 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
CDC-INFO supports over 60 CDC programs; enterprise-wide. 115 topics and 595 subtopics. - 800-232-4636

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 800-232-4636 | Food and Drug Administration -This is an Interagency Agreeement |
| 800-232-4636 | Vaccine Management Business Improvement Project (VMBIP)- this is a CDC task order |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 350,468 | Web Chat: | N/A |
| Inbound Calls Completed by IVR: | | Short Message Service: | N/A |
| In-bound Calls Overall Volume: | 350468 | Walk-in Center: | 1 137 postal mail |
| Inbound Emails | 71,479 | Other | N/A |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**Centers for Disease Control and Prevention - 770-488-7100** None

**Department:** Department of Health and Human Services (HHS)
**Agency:** Centers for Disease Control and Prevention
**Office:** National Center for Environmental Health and Agency for Toxic Substances and Disease Registry
**Division:** Office of Terrorism Preparedness and Emergency Response

**Survey Respondent Name:** Mike Allred
**Email:** mia2@cdc.gov
**Tel:** 770-488-3344

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Training on-the-job experience established protocols and procedures and measurable outputs

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
not applicable

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Federal, State, Local, Tribal, and occasionally International public health agencies

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | HS diploma |
| Inbound E-mails (including web forms) | HS diploma |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: referral from main CDC emergency response line | Do not know |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 24 |
| Saturday | 24 |
| Sunday | 24 |
| Federal Holidays | 24 |

**Q8. Largest program supported by call center:**
Centers for Disease Control and Prevention - 770-488-7100

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: potentially the entire world

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 100 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 0 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 100 | Walk-in Center: | 0 |
| Inbound Emails | 50 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Over 75%

**Family and Youth Services Bureau - 301-608-8098**

**Department:** Department of Health and Human Services (HHS)
**Agency:** ACF
**Office:** ACYF

**Division:** Family and Youth Services Bureau

**Survey Respondent Name:** Marnay Cameron
**Email:** marnay.cameron@acf.hhs.gov

**Tel:**

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Customer service is handled largely by our contracted Clearinghouse, the National Clearinghouse on Families and Youth. They employ a Public Information Specialist who was selected through a rigorous interview and testing process. She was then trained on FYSB programs, priorities, and expectations. She is supervised closely by contractor management and responses to email and Live Chat are audited regularly for quality and new

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
n/a

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Family and Youth Services Bureau - 301-608-8098

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 250 | Web Chat: | 48 |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 250 | Walk-in Center: | |
| Inbound Emails | 1000 | Other | 1 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

## FOH Employee Assistance and Work/Life Programs - 800-222-0364

**Department:** Department of Health and Human Services (HHS)
**Agency:** Program Support Center
**Office:** Federal Occupational Health
**Division:** Employee Assistance and Work/Life Division

**Survey Respondent Name:** Lisa Teems
**Email:** lisa.teems@foh.hhs.gov
**Tel:**

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
We have any quality assurance systems in place including performance metris, satisfaction surveys, record audits and so forth.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public  Industry  Government  Other, please specify: families of Federal employees

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | BA and in some cases Masters |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook  Linked In  RSS Feed
Twitter  My Space  Does not use social media
You Tube  Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 24 |
| Saturday | 24 |
| Sunday | 24 |
| Federal Holidays | 24 |

**Q8. Largest program supported by call center:**
FOH Employee Assistance and Work/Life Programs - 800-222-0364

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone**  **Program Supported:**

**Q10. Geographic Service Area:**
US  Canada  Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English  Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | approx 100 000 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | approx 100,000 | Walk-in Center: | |
| Inbound Emails | | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No  **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**FOH Employee Assistance and Work/Life Programs - 800-222-0364**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|

**Q16a. Any part of contact center outsourced?** Yes

**Q16b. If yes, please describe:** All Outsourced

**Grants.gov - 800-518-4726** N/A

**Department:** Department of Health and Human Services (HHS)
**Agency:** AOS
**Office:** PSD
**Division:** ONE-DHHS

**Survey Respondent Name:** Penny Fairfax Holmes
**Email:** Pholmes@psc.gov
**Tel:** 301-504-3226

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
PSC comment cards and online survey.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
http://intranet.hhs.gov/psc/performance

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | vendor provided |
| Inbound E-mails (including web forms) | vendor provided |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: self help WEB portal | N/A |

**Q6. Social media sites used by contact center**
Facebook, Linked In, RSS Feed
Twitter, My Space, Does not use social media
You Tube, Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 24 |
| Saturday | 24 |
| Sunday | 24 |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Grants.gov - 800-518-4726

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 888-633-3447 | govtrip UFMS security AMS parking and transhare |
| 877-614-5533 | payment management system |
| 877-696-6775 | HHS hotline |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: 25 other countries supported

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** Yes
English Spanish
Other please specify: payment mgmt system supports all languages through

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 319633 | Web Chat: | 285 |
| Inbound Calls Completed by IVR: | 140897 | Short Message Service: | N/A |
| In-bound Calls Overall Volume: | 460530 | Walk-in Center: | 152 441 |
| Inbound Emails | 61,292 | Other | N/A |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

N/A

**Q15. Critical Software Applications Used (up to 5):**

**Head Start - 866-763-6481**

**Department:** Department of Health and Human Services (HHS)
**Agency:** Administration for Children and Families
**Office:** Office of Head Start
**Division:** N/A

**Survey Respondent Name:** Frances Majestic
**Email:** fmajestic@acf.hhs.gov
**Tel:** 202-205-8390

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Public inquiries are received through our contracted Help Desk. This company has a high level of institutional knowledge as they have functioned as the information clearinghouse for the program for many years. There are standard responses to certain types of questions, and responses are sampled by the COTR for consistency and accuracy. Questions that relate to policy are referred to OHS and addressed by the federal Policy and Planning Division.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
OHS plans to include specific performance goals in the next procurement.

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Head Start Programs constituents and early childhood comm.

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Tiered service; 3 master librarians available |
| Inbound E-mails (including web forms) | Tiered service; 3 master librarians available |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 10 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Head Start - 866-763-6481

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 22000 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 0 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 22000 | Walk-in Center: | 0 |
| Inbound Emails | 3100 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**HHS Acquisition Offices: PSC, FDA, SAMHSA, AHRQ, ASPR, HRSA - 301-443-7747** 301-443-PRISm

**Department:** Department of Health and Human Services (HHS)
**Agency:** Assistant Secretary for Administration
**Office:** Program Support Center
**Division:** Strategic Acquisition Service

**Survey Respondent Name:** Martin Engel
**Email:** martin.engel@psc.hhs.gov
**Tel:** 3014433971

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Performance Metrics

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Contractors

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | 2-yr degree |
| Inbound E-mails (including web forms) | 2-yr degree |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | 4-yr degree |
| Other, please specify: On-line | 4-yr degree |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 10 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
HHS Acquisition Offices: PSC, FDA, SAMHSA, AHRQ, ASPR, HRSA - 301-443-7747

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | |
|---|---|
| Inbound Calls Hanlded by CSR: | Web Chat: |
| Inbound Calls Completed by IVR: | Short Message Service: |
| In-bound Calls Overall Volume: | Walk-in Center: |
| Inbound Emails | Other |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**HHS Acquisition Offices: PSC, FDA, SAMHSA, AHRQ, ASPR, HRSA - 301-443-7747** 301-443-PRISm

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| PRISM | Contract Writing | COTS |
| Oracle Application Server | Custom report development  incident mgmt  etc. | Specialized |
| UFMS | HHS Federal Financials (oracle) | COTS |

**Know Stroke campaign - 800-352-9424** N/A

**Department:** Department of Health and Human Services (HHS)
**Agency:** National Institutes of Health (NIH)
**Office:** Office of Communications and Public Liaison
**Division:** National Institute of Neurological Disorders and Stroke (NINDS)/Office of the Director

**Survey Respondent Name:** Natalie Frazin
**Email:** frazinn@ninds.nih.gov
**Tel:** 301-496-5924

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
There is ongoing training and internal monitoring of quality standards at our contractor, close supervision by the call center manager, and oversight by the COTR and Office Director at NINDS. The NINDS COTR/Information Specialist personally reviews all response letters and many of the email

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: patients with neurological disorders and their families; health professionals, health educators, etc

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | B.S. or B.A. degree |
| Inbound E-mails (including web forms) | B.S. or B.A. degree |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: U.S. mail FAX TTY | B.S. or B.A. degree |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Know Stroke campaign - 800-352-9424

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 800-352-9424 | NINDS call center to obtain information about neurological disorders and order publications |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 4823 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 0 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 4823 | Walk-in Center: | 822 |
| Inbound Emails | 14,458 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Low Income Home Energy Assistance Program - 866-674-6327**

**Department:** Department of Health and Human Services (HHS)
**Agency:** Administration for Children and Families
**Office:** Office of Comunity Services
**Division:** Division of Energy Assistance

**Survey Respondent Name:** katina lawson
**Email:** klawson@acf.hhs.gov
**Tel:** 202-401-6527

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The Office of Community Services works in partnership with states, tribes, territories, communities, and other agencies to provide a range of human and economic development services and activities which address the causes and characteristics of poverty and otherwise assist persons in need.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public  Industry  Government  Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook  Linked In  RSS Feed
Twitter  My Space  Does not use social media
You Tube  Blog
Other, please specify:
Web Site

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 10 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Low Income Home Energy Assistance Program - 866-674-6327

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone**  **Program Supported:**

**Q10. Geographic Service Area:**
US  Canada  Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English  Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 24,730 | Web Chat: | 31,416 |
| Inbound Calls Completed by IVR: | 26,890 | Short Message Service: | |
| In-bound Calls Overall Volume: | 50 | Walk-in Center: | |
| Inbound Emails | 4,175 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** Yes  **Q14b. If yes, what percnetage of the total agent pool is home-based?** Over 75%

**Low Income Home Energy Assistance Program - 866-674-6327**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|

**Medicare Beneficiary Services - 800-633-4227** 1-800-MEDICARE

**Department:** Department of Health and Human Services (HHS)
**Agency:** Centers for Medicare & Medicaid Services
**Office:** Office of Communication
**Division:** Division of Call Center Operations

**Survey Respondent Name:** Frances Harmatuk
**Email:** frances.harmatuk@cms.hhs.gov
**Tel:** 410-786-6694

**Q2. Describe how your agency ensures quality customer service across the department/agency.**

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School |
| Inbound E-mails (including web forms) | High School |
| Web Chat | High School |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 24 |
| Saturday | 24 |
| Sunday | 24 |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Medicare Beneficiary Services - 800-633-4227

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** Yes
English Spanish
Other please specify:

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 18979142 | Web Chat: | ~130,000 |
| Inbound Calls Completed by IVR: | 8176626 | Short Message Service: | |
| In-bound Calls Overall Volume: | 27155768 | Walk-in Center: | |
| Inbound Emails | ~14,000 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**Medicare Beneficiary Services - 800-633-4227** 1-800-MEDICARE

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| ORacle (formally Sieblel) | Call Center Desktop | Specialized |
| Genesys | Call Routing | Specialized |
| Verint | Call Center Quality Monitoring | COTS |
| eLoyalty | Call Recording | COTS |
| Oracle Data Warehouse | Call Center Reporting | Specialized |

**Q16a. Any part of contact center outsourced?** Yes **Q16b. If yes, please describe:** All Outsourced

**Q16c. COTR Information:**

**Name of COTR:** Frances Harmatuk **Tel:** 410-786-6694 **Email:** frances.harmatuk@cms.hhs.gov

**Medicare Fee-for-Service Provider Customer Service Program - multiple;see comment** N/A

**Department:** Department of Health and Human Services (HHS)
**Agency:** CMS
**Office:** Center for Medicare/Provider Communications Group
**Division:** Division of Contractor Provider Communications

**Survey Respondent Name:** Lynne Lockard
**Email:** lynne.lockard@cms.hhs.gov
**Tel:**

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The Provider Communications Group/ Division of Contractor Provider Communications centrally manages the oversight of the Medicare Fee-for-Service provider contact center. We issue guidance, including quality assurance requirements, to the Medicare fee-for-service claims processing contractors, who operate the contact center. Additionally we conduct quality assurance activities within CMS.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
http://www.cms.gov/manuals/downloads/com109c06.pdf; other standards are contained in SOWs

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Medicare Fee-for-Service provider billers

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Not specified in requirements |
| Inbound E-mails (including web forms) | Not specified in requirements |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:
Social media is not used by all contact center sites

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Medicare Fee-for-Service Provider Customer Service Program - multiple;see comment

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** Yes
English Spanish
Other please specify: Spanish availability is limited to specific sites

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 15 000 000 | Web Chat: | |
| Inbound Calls Completed by IVR: | 30,000,000 | Short Message Service: | |
| In-bound Calls Overall Volume: | 45 | Walk-in Center: | |
| Inbound Emails | part of written 425K | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Medicare Fee-for-Service Provider Customer Service Program - multiple;see comment** N/A

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Various both; determined by contractor | | |

**Q16a. Any part of contact center outsourced?** Yes **Q16b. If yes, please describe:** All Outsourced

**Q16c. COTR Information:**

## Medicare Secondary Payer - 800-999-1118

**Department:** Department of Health and Human Services (HHS)
**Agency:** Center for Medicare and Medicaid Services
**Office:** Office of Financial Management (OFM)/Financial Services Group
**Division:** Division of Medicare Benefit Coordination

**Survey Respondent Name:** Vanessa Jackson
**Email:** Vanessa.Jackson@cms.hhs.gov
**Tel:** 410-786-3276

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The Division of Medicare Benefit Coordination created a CMS intra-component workgroup called the Call Center Work Group (CCWG) consisting of staff from the Office of Beneficiary Information Services (OBIS), Division of Medicare Benefit Coordination (DMBC) and the Division of Medicare Debt Management (DMDM). The forum for the workgroup is to serve as a management entity providing guidance on issues related to the 1-800-MEDICARE COBC and MSPRC call centers. This workgroup meets to maintain cont

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
http://www.cms.gov/manuals/downloads/msp105c04.pdf

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Attorneys Employers

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School Diploma |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 12 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Medicare Secondary Payer - 800-999-1118

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 2269401 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 2247521 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 4516922 | Walk-in Center: | 0 |
| Inbound Emails | 0 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Medicare Secondary Payer - 800-999-1118**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
| --- | --- | --- |

**Medicare Secondary Payer Recovery Contractor - 866-677-7220** 866-MSPR-C20

**Department:** Department of Health and Human Services (HHS)
**Agency:** Centers for Medicare and Medicaid Services
**Office:** Office of Financial Management/Financial Services Group
**Division:** Division of Medicare Debt Management

**Survey Respondent Name:** Mary Minnick
**Email:** Mary.Minnick@cms.hhs.gov
**Tel:** 410-786-7517

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The Division of Medicare Debt Management (DMDM) is participants in the CMS intra-component workgroup called the Call Center Work Group (CCWG) consisting of staff from the Division of Medicare Benefit Coordination (DMBC) and Office of Beneficiary Information Services (OBIS). The forum for the workgroup is to serve as a management entity providing guidance on issues related to the 1-800-MEDICARE COBC and MSPRC call centers. This workgroup meets to maintain continuity of operations across the cal

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
http://www.cms.gov/Manuals/IOM/list.asp#TopOfPage (go to Pub 100-9 chapters 3 and 6)

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Attorneys Insurers and Employers

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School Diploma or equivalent |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:
Website www.MSPRC.info

**Q7a. Contact Center Open** **Q7b. Hours Open**
Weekdays 12
Saturday
Sunday
Federal Holidays

**Q8. Largest program supported by call center:**
Medicare Secondary Payer Recovery Contractor - 866-677-7220

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** Yes
English Spanish
Other please specify:

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 706,552 | Web Chat: | None |
| Inbound Calls Completed by IVR: | 282,006 | Short Message Service: | None |
| In-bound Calls Overall Volume: | 988558 | Walk-in Center: | None |
| Inbound Emails | None | Other | None |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

## National Center for Complementary and Alternative Medicine Information Clearinghouse - 888-644-6226

**Department:** Department of Health and Human Services (HHS)
**Agency:** National Institutes of Health
**Office:** National Center for Complementary and Alternative Medicine
**Division:** Office of Communications and Public Liaison

**Survey Respondent Name:** Catherine Law
**Email:** claw@mail.nih.gov
**Tel:**

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The NCCAM Information Clearinghouse ensures quality customer service through the use of clear standard operating procedures, training for call center staff, monitoring of calls and email responses, a call tracking database, and a standard language database to assist with response preparation.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
N/A

**Q4. What customer audience does the contact center serve?**
General Public  Industry  Government  Other, please specify: researchers and health care providers

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Monthly training is provided to call center staff |
| Inbound E-mails (including web forms) | Monthly training is provided to call center staff |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook  Linked In  RSS Feed
Twitter  My Space  Does not use social media
You Tube  Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
National Center for Complementary and Alternative Medicine Information Clearinghouse - 888-644-6226

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone**  **Program Supported:**

**Q10. Geographic Service Area:**
US  Canada  Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English  Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 4503 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 0 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 4503 | Walk-in Center: | 0 |
| Inbound Emails | 2486 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No  **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Q15. Critical Software Applications Used (up to 5):**

**National Domestic Violence Hotline - 800-799-7233** 800-799-SAFE

**Department:** Department of Health and Human Services (HHS)
**Agency:** Administration for Children and Families
**Office:** Administration on Children Youth and Families/Family and Youth Services Bureau
**Division:** Division of Family Violence Prevention

**Survey Respondent Name:** Kenneth Noyes
**Email:** kenneth.noyes@acf.hhs.gov
**Tel:** 202-205-7891

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Please contact the Administration for Children and Families

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
Please contact the Administration for Children and Families

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook, Linked In, RSS Feed
Twitter, My Space, Does not use social media
You Tube, Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 24 |
| Saturday | 24 |
| Sunday | 24 |
| Federal Holidays | 24 |

**Q8. Largest program supported by call center:**
National Domestic Violence Hotline - 800-799-7233

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 1-866-331-9474 | National Dating Abuse Helpline |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 294000 | Web Chat: | 21000 |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 294000 | Walk-in Center: | |
| Inbound Emails | 2374 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Over 75%

**National Health Information Center - 800-336-4797**

**Department:** Department of Health and Human Services (HHS)
**Agency:** Office of the Secretary
**Office:** Office of the Assistant Secretary for Health
**Division:** Office of Disease Prevention and Health Promotion

**Survey Respondent Name:** Stearns Kyle
**Email:** kyle.stearns@hhs.gov
**Tel:** 240-453-8814

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
We operate the National Health Information Center, a health information referral service that puts health professionals and consumers who have health questions in touch with those organizations that are best able to provide answers. For e-mail, mail, and fax inquiries, we reply to standard inquires within 5 business days and customized inquiries within 8 business days. For phone inquiries we operate a toll-free line that is open Mondays-

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
http://www.healthfinder.gov/aboutus/content_guidelines.aspx

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | B.A./B.S. or mix of post-secondary education and e |
| Inbound E-mails (including web forms) | B.A./B.S. or mix of post-secondary education and e |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: Fax and Mail | B.A./B.S. or mix of post-secondary education and e |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 9 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
National Health Information Center - 800-336-4797

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 2831 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 2831 | Walk-in Center: | 271 |
| Inbound Emails | 1151 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**National Heart, Lung, and Blood Institute Health Information Center - 301-592-8573**

**Department:** Department of Health and Human Services (HHS)
**Agency:** National Heart, Lung, and Blood Insitute
**Office:** Office of Communications
**Division:** N/A

**Survey Respondent Name:** Ann Taubenheim
**Email:** taubenha@nhlbi.nih.gov
**Tel:** 301-496-4236

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The NHLBI Health Information Center implements a quality monitoing process to ensure high quality customer service; staff training and monthly continuing education programs; and customer satisfaction surveys.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public  Industry  Government  Other, please specify: health professionals

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Bachelor's degree |
| Inbound E-mails (including web forms) | Bachelor's degree |
| Web Chat | Bachelor's degree |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: postal mail and web forms | Bachelor's degree |

**Q6. Social media sites used by contact center**
Facebook  Linked In  RSS Feed
Twitter  My Space  Does not use social media
You Tube  Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
National Heart Lung and Blood Institute Health Information Center - 301-592-8573

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone**  **Program Supported:**

**Q10. Geographic Service Area:**
US  Canada  Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English  Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 6 013 | Web Chat: | 1 017 |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 6013 | Walk-in Center: | 1 218 |
| Inbound Emails | 32,886 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** Yes  **Q14b. If yes, what percnetage of the total agent pool is home-based?** Over 75%

**National Heart, Lung, and Blood Institute Health Information Center - 301-592-8573**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Microsoft Dynamics Great Plains | Inventory management | Specialized |

**National inquiries about rare and/or genetic diseases - 888-205-2311** none

**Department:** Department of Health and Human Services (HHS)
**Agency:** National Institutes of Health
**Office:** Office of Rare Diseases Research (ORDR)
**Division:** N/A

**Survey Respondent Name:** Henrietta Hyatt-Knorr
**Email:** hh70f@nih.gov
**Tel:** 301-435-6045

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The Genetic and Rare Diseases Information Center (GARD) collaborates with the National Human Genome Research Institute (NHGRI) in monitoring the contract that funds GARD. There are monthly meetings to review quality and progress, and continued exchange of information between GARD and the ORDR Project Officer and the NHGRI representative (and the leadership and senior staff). Standard operating procedures are in place that have been approved by ORDR and NHGRI. periodic reviews and evaluations

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
We have not.

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Patients and their families healthcare providers and researchers

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Various Masters degrees |
| Inbound E-mails (including web forms) | Various Masters degrees |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: Public posting on select diseases on ORDR Web site | Various Masters degrees |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:
NHGRI Facebook (occasional contributions)

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 6 |
| Saturday | Not Applicable |
| Sunday | Not Applicable |
| Federal Holidays | Not Applicable |

**Q8. Largest program supported by call center:**
National inquiries about rare and/or genetic diseases - 888-205-2311

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 301-251-4925 | International access number for rare and/or genetic diseases for any country outside the US |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 1,395 (All) | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | None | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 1395 | Walk-in Center: | 0 |
| Inbound Emails | 1,829 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** 11-25%

**National inquiries about rare and/or genetic diseases - 888-205-2311** none

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|

**National Practitioners Data Bank and the Health Integrity and Protection Data Bank (NPDB-HIPDB) - 800-767-6782** N/A

**Department:** Department of Health and Human Services (HHS)
**Agency:** Health Resources and Services Administration/ Bureau of Health
**Office:** N/A
**Division:** Division of Practitioner Data Banks

**Survey Respondent Name:** Jennifer Riggle
**Email:** jriggle@hrsa.gov
**Tel:** 301-443-7530

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The Customer Service Center is open Monday through Friday and provides live operator support with inquiries received via email, telephone and mail US Postal Service.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
N/A

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School Diploma |
| Inbound E-mails (including web forms) | High School Diploma |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 9 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
National Practitioners Data Bank and the Health Integrity and Protection Data Bank (NPDB-HIPDB) - 800-767-6782

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| | N/A |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 75257 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 0 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 75257 | Walk-in Center: | 0 |
| Inbound Emails | 6690 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**National Practitioners Data Bank and the Health Integrity and Protection Data Bank (NPDB-HIPDB) - 800-767-6782** N/A

**Q15. Critical Software Applications Used (up to 5):**

## National Response Team - 800-424-8802

**Department:** Department of Health and Human Services (HHS)
**Agency:** Agency for Toxic Substances and Disease Registry
**Office:** NA
**Division:** Division of Toxicology and Environmental Medicine

**Survey Respondent Name:** Richard Nickle
**Email:** ran2@cdc.gov
**Tel:** 770-488-3342

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
ATSDR uses the best science to provide trusted health information to prevent harmful exposures to toxic substances. The call center covered by the survey is the Emergency Response Team for the Agency. When a customer calls the center, they are connected with staff within 10 minues and begin to receive their response within the next 20 minutes science permitting. ATSDR monitors the time elapsed between receipt of calls and first connection to insure the 10 minute guideline is met.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Bachelors or equivalent |
| Inbound E-mails (including web forms) | Bachelors or equivalent |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**

| | | |
|---|---|---|
| Facebook | Linked In | RSS Feed |
| Twitter | My Space | Does not use social media |
| You Tube | Blog | |
| Other, please specify: | | |

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 24 |
| Saturday | 24 |
| Sunday | 24 |
| Federal Holidays | 24 |

**Q8. Largest program supported by call center:**
National Response Team - 800-424-8802

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 770-488-7100 | CDC Emergency Operations Center |
| 800-232-4636 | CDC-Info |
| | Please see www.nrt.org for further details |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 50 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 50 | Walk-in Center: | |
| Inbound Emails | 150 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Over 75%

**National Women's Health Information Center - 800-994-9662**

**Department:** Department of Health and Human Services (HHS)
**Agency:** Office of the Secretary
**Office:** Office of the Assistant Secretary for Health
**Division:** Office on Women's Health

**Survey Respondent Name:** Stearns Kyle
**Email:** kyle.stearns@hhs.gov
**Tel:** 240-453-8814

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
OWH ensures quality customer service through a satisfaction survey on its websites. We have conducted a survey of the call center in the past (97% satisfaction rate), and plan to implement another call center survey in the next couple of years.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: anyone who calls seeking health information or breastfeeding support

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | BA in Health Sciences |
| Inbound E-mails (including web forms) | BA in Health Sciences |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 9 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
National Women's Health Information Center - 800-994-9662

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 30620 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 30620 | Walk-in Center: | |
| Inbound Emails | 1908 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**National Women's Health Information Center - 800-994-9662**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Cisco desktop agent software | Cisco historical reporting | COTS |
| ITS | Software for real time call management integrates | Specialized |
| Web browser | researching health information on the internet | COTS |

**Q16a. Any part of contact center outsourced?** Yes **Q16b. If yes, please describe:** All Outsourced

**NCI's Cancer Information Service - 800-422-6237** 1-800-4-CANCER

**Department:** Department of Health and Human Services (HHS)
**Agency:** National Institutes of Health/National Cancer Institute
**Office:** Office of Director
**Division:** Office of Communications and Education

**Survey Respondent Name:** MaryAnn Monroe
**Email:** monroema@mail.nih.gov
**Tel:** 301-594-9071

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
We cannot comment on how our agency (NCI) ensures quality customer service, however, NCI's Contact Center (the Cancer Information Service) ensures quality through a national quality assurance program, aligned to key performance measures for the contact center, and we institute a quality assurance process both at NCI and in the NCI Contact Center.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: cancer patients/families and smokers

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Bachelor degree |
| Inbound E-mails (including web forms) | Bachelor degree |
| Web Chat | Bachelor degree |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: Facebook | Bachelor degree |

**Q6. Social media sites used by contact center**
Facebook, Linked In, RSS Feed
Twitter, My Space, Does not use social media
You Tube, Blog
Other, please specify:

**Q7a. Contact Center Open** / **Q7b. Hours Open**
Weekdays 12
Saturday
Sunday
Federal Holidays

**Q8. Largest program supported by call center:**
NCI's Cancer Information Service - 800-422-6237

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 877-448-7848 | NCI's Smoking Quitline (1-877-44U-QUIT) |
| 800-784-8669 | 800-QUIT-NOW (National Quitline Network; we provide the telephone routing only for this #) |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 91,853 | Web Chat: | 13,835 |
| Inbound Calls Completed by IVR: | 0 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 91853 | Walk-in Center: | 0 |
| Inbound Emails | 8,313 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**Q15. Critical Software Applications Used (up to 5):**

## NIA Information Center - 800-222-2225

**Department:** Department of Health and Human Services (HHS)
**Agency:** NIH/NIA
**Office:** OD
**Division:** OCPL

**Survey Respondent Name:** Vicky Cahan
**Email:** cahanv@31.nia.nih.gov
**Tel:** 301-496-1752

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The Institute has a procedures manual in place for call center customer service standards.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
Not applicable

**Q4. What customer audience does the contact center serve?**
General Public  Industry  Government  Other, please specify: Health Professionals

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Bachelor's degree |
| Inbound E-mails (including web forms) | Bachelor's degree |
| Web Chat | Bachelor's degree |
| Short Message Service (Text Messages) | |
| Walk In Center | Bachelor's degree |
| Other, please specify: Publication order fulfillment | High School degree |

**Q6. Social media sites used by contact center**
Facebook  Linked In  RSS Feed
Twitter  My Space  Does not use social media
You Tube  Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
NIA Information Center - 800-222-2225

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 800-438-4380 | Alzheimer's Disease Education and Referral (ADEAR) Center |

**Q10. Geographic Service Area:**
US  Canada  Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English  Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 5 548 | Web Chat: | 80 |
| Inbound Calls Completed by IVR: | 5,455 | Short Message Service: | N/A |
| In-bound Calls Overall Volume: | 11003 | Walk-in Center: | N/A |
| Inbound Emails | 2,455 | Other | 6 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** Yes  **Q14b. If yes, what percnetage of the total agent pool is home-based?** 11-25%

**NIA Information Center - 800-222-2225**

**Q15. Critical Software Applications Used (up to 5):**

## NIMH Information Resource Center - 866-615-6464

**Department:** Department of Health and Human Services (HHS)
**Agency:** National Institutes of Health/National Institute of Mental Health
**Office:** Office of Science Policy Planning and Administration
**Division:** Science Writing Press and Dissemination Branch

**Survey Respondent Name:** Christine Kaucher
**Email:** kaucherc@mail.nih.gov
**Tel:** 301-443-4058

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Qualified dedicated staff work to meet the needs of our stakeholders. The NIMH Information Resource Center (contact center) is a operated under a performance based contract with key quality measures. The contact center uses best practices to serve the general public and other audiences. NIMH staff and contact center strive to continually improve operations.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Bachelor degree in relevant field or equivalent |
| Inbound E-mails (including web forms) | Bachelor degree in relevant field or equivalent |
| Web Chat | Bachelor degree in relevant field or equivalent |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: mail fax | Bachelor degree in relevant field or equivalent |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:
NIMH staff not contact center staff manage social media

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
NIMH Information Resource Center - 866-615-6464

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: inquiries received worldwide

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** No
English Spanish
Other please specify: as needed

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 7786 | Web Chat: | 55 |
| Inbound Calls Completed by IVR: | 8404 | Short Message Service: | N/A |
| In-bound Calls Overall Volume: | 16190 | Walk-in Center: | 1132 |
| Inbound Emails | 17905 | Other | N/A |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**NIMH Information Resource Center - 866-615-6464**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|

**NLM Customer Service - 888-346-3656** 888 FIND-NLM

**Department:** Department of Health and Human Services (HHS)
**Agency:** National Institutes Of Health
**Office:** NA
**Division:** National Library of Medicine (NLM)

**Survey Respondent Name:** Terry Ahmed
**Email:** terry.ahmed@nih.gov
**Tel:** 301-402-3439

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
NLM has degreed librarians on staff to respond to customer service questions. Training and random quality assurance checked assist to maintain high

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: We assist all the above

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Bachleors |
| Inbound E-mails (including web forms) | Bachleors |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | Masters |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | 5 |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
NLM Customer Service - 888-346-3656

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 8085 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 2131 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 10216 | Walk-in Center: | 59 |
| Inbound Emails | 42267 | Other | 7076 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**NLM Customer Service - 888-346-3656** 888 FIND-NLM

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Aspect customer contact software | Routes incoming phone calls | Specialized |
| Siebel customer service CRM software | Manages incoming email | Specialized |
| Teamsite content management software | Manages web pages | Specialized |

## Office of Population Affairs - 240-453-2888

**Department:** Department of Health and Human Services (HHS)
**Agency:** Office of the Secretary
**Office:** Office of the Assistant Secretary for Health
**Division:** Office of Population Affairs

**Survey Respondent Name:** Stearns Kyle
**Email:** kyle.stearns@hhs.gov
**Tel:** 240-453-8814

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Section 1005 of the Title X statute provides for funding of grants and contracts to assist in developing and making available family planning and population growth information, including educational materials, to all persons desiring such information or materials. Historically, to accomplish this, the OPA/OFP has supported various activities that support development and dissemination of family planning and related preventive health information including support of an OPA Clearinghouse.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public  Industry  Government  Other, please specify: : Grantees and other Title X family planning entities

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Bachelor Degree |
| Inbound E-mails (including web forms) | Bachelor Degree |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook  Linked In  RSS Feed
Twitter  My Space  Does not use social media
You Tube  Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Office of Population Affairs - 240-453-2888

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone**  **Program Supported:**

**Q10. Geographic Service Area:**
US  Canada  Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English  Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 2261 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 2261 | Walk-in Center: | |
| Inbound Emails | 240 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No  **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**OIG - 800-447-8477** 800-HHS-TIPS

**Department:** Department of Health and Human Services (HHS)
**Agency:** Office of Inspector General
**Office:** Office of Investigations
**Division:** CFIRB/OIG Holtine Operations

**Survey Respondent Name:** Scott Vantrease
**Email:** scott.vantrease@oig.hhs.gov
**Tel:** 202-619-0017

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
OIG/OI/CFIRB/OIG Hotline Operations regularly interacts with Department officials responsible for receiving and reviewing information received by OIG Holtine Operations and solicites and accepts suggestions and ideas for improvement.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
N/A

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Anyone wishing to report fraud waste or abuse within HHS programs

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Bachelor Degree |
| Inbound E-mails (including web forms) | Bachelor Degree |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: US Mail & private carriers | Bachelor Degree |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:
Affiliated with OIG which uses multiple above

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 11 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
OIG - 800-447-8477

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 888-476-4453 | OIG Fugitive Hotline |
| 800-447-8477 | CDC Select Agent Hotline |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: Anyone with access to the world wide web

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 31101 | Web Chat: | |
| Inbound Calls Completed by IVR: | 90087 | Short Message Service: | |
| In-bound Calls Overall Volume: | 121188 | Walk-in Center: | 4259 |
| Inbound Emails | 17298 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Q15. Critical Software Applications Used (up to 5):**

**Over 90 HRSA programs supporting the mission of improving health and achieving health equity - 888-275-4772** N/A

**Department:** Department of Health and Human Services (HHS)
**Agency:** Health Resources and Services Administration
**Office:** Office of Communications
**Division:** N/A

**Survey Respondent Name:** Jennifer Riggle
**Email:** jriggle@hrsa.gov
**Tel:** 301-443-7530

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
HRSA measures key performance indicators to monitor the quality of customer service.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
N/A

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Educators students administrators managers clinicians

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School Diploma |
| Inbound E-mails (including web forms) | High School Diploma |
| Web Chat | Bachelor's Degree |
| Short Message Service (Text Messages) | |
| Walk In Center | Bachelor's Degree |
| Other, please specify: mail fax and conferences | High School Diploma |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Over 90 HRSA programs supporting the mission of improving health and achieving health equity - 888-275-4772

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 800-638-0742 | Hill-Burton Hotline |
| 800-492-0359 | Hill-Burton Hotline in Maryland |
| 855-266-2427 | Countermeasure Injury Compensation |
| 800-338-2382 | Vaccine Injury Compensation Program |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 12367 | Web Chat: | 661 |
| Inbound Calls Completed by IVR: | 0 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 12367 | Walk-in Center: | 135 |
| Inbound Emails | 22194 | Other | 3 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**Promoting Responsible Fatherhood - 877-432-3411** 877-4DAD411

**Department:** Department of Health and Human Services (HHS)
**Agency:** Administration for Children and Families
**Office:** Office of Family Assistance
**Division:** Division of State and Territory TANF Management/TANF TA Branch

**Survey Respondent Name:** Lisa Washington-Thomas
**Email:** lwashington-thomas@acf.hhs.gov
**Tel:** 202 401-5141

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Not sure

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
Not sure

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: The primary purpose of this contract is not a contact center.

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Bachelor's Degree |
| Inbound E-mails (including web forms) | Bachelor's Degree |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Promoting Responsible Fatherhood - 877-432-3411

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** Yes
English Spanish
Other please specify:

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 432 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 432 | Walk-in Center: | |
| Inbound Emails | 750 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**Promoting Responsible Fatherhood - 877-432-3411** 877-4DAD411

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Lyris | send listserve messages | COTS |

**Retiree Drug Subsidy Program Contact Center (RDSCC) - 1-877-737-4357**

**Department:** Department of Health and Human Services (HHS)
**Agency:** Centers for Medicare & Medicaid Services
**Office:** Center for Medicare
**Division:** Medicare Plan Payment Group/ Division of Prospective Payment

**Survey Respondent Name:** Andrea Hamilton
**Email:** andrea.hamilton@cms.hhs.gov
**Tel:** 410-786-7702

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The Retiree Drug Subsidy Contact Center (RDSCC) is committed to quality customer service. The customer service representatives (CSRs) are monitored on a regular basis to ensure they are providing complete and accurate responses.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public  Industry  Government  Other, please specify: Existing and prospective Retiree Drug Plans Sponsors and/or Employer

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | College degree or equivalent work experience. |
| Inbound E-mails (including web forms) | College degree or equivalent work experience |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: Outbound Calls | College degree or equivalent work experience. |

**Q6. Social media sites used by contact center**
Facebook  Linked In  RSS Feed
Twitter  My Space  Does not use social media
You Tube  Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Retiree Drug Subsidy Program Contact Center (RDSCC) - 1-877-737-4357

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone**  **Program Supported:**

**Q10. Geographic Service Area:**
US  Canada  Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English  Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 9 152 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 0 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 9152 | Walk-in Center: | 7,943 |
| Inbound Emails | 1,311 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No  **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Retiree Drug Subsidy Program Contact Center (RDSCC) - 1-877-737-4357**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Workflow Manager | CRM utilized for data entry of customer informatio | Specialized |

**Substance Abuse and Mental Health Services Administration - 877-726-4727** 877-SAMHSA-7

**Department:** Department of Health and Human Services (HHS)
**Agency:** Substance Abuse & Mental Health Services Administration
**Office:** Office of Communications
**Division:** N/A

**Survey Respondent Name:** Michael Ahmadi
**Email:** michael.ahmadi@samhsa.hhs.gov
**Tel:**

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
SAMHSA's Communications Governance Council (CGC) is charged with setting the strategic direction and policy for the Agency's public communication activities. The Council will provide guidance on the development and implementation of the communications plan for each Strategic Initiative and make decisions on concept and content clearances for SAMHSA's public communications activities including web new media and electronic and

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
N/A

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Bachelors Degree |
| Inbound E-mails (including web forms) | Bachelors Degree |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 24 |
| Saturday | 24 |
| Sunday | 24 |
| Federal Holidays | 24 |

**Q8. Largest program supported by call center:**
Substance Abuse and Mental Health Services Administration - 877-726-4727

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 800-662-4357 | Federal Substance Abuse Treatment Referral Service (SAMHSA CSAT) |
| 800-788-2800 | Office of National Drug Control Policy Youth Anti-Drug Media Campaign |
| 877-746-3764 | Office of National Drug Control Policy (Sin Drogas) Spanish Line |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 312079 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 148314 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 460393 | Walk-in Center: | 4286 |
| Inbound Emails | 6683 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**The Eldercare Locator - 800-677-1116**

**Department:** Department of Health and Human Services (HHS)
**Agency:** Administration on Aging
**Office:** Center for Program Operations
**Division:** Office of Outreach and Consumer Information

**Survey Respondent Name:** sherri clark
**Email:** sherri.clark@aoa.hhs.gov
**Tel:**

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Agency outlined quality standards in the terms and conditions for the Eldercare Locator cooperative agreement. Agency monitors service and reviews service statistics on a regular basis.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | BS preferred or equivalent experience considered |
| Inbound E-mails (including web forms) | BS preferred or equivalent experience considered |
| Web Chat | BS preferred or equivalent experience considered |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 11 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
The Eldercare Locator - 800-677-1116

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** Yes
English Spanish
Other please specify:

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | | Web Chat: | |
| Inbound Calls Completed by IVR: | 234094 | Short Message Service: | |
| In-bound Calls Overall Volume: | 234094 | Walk-in Center: | |
| Inbound Emails | 516 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**The Eldercare Locator - 800-677-1116**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| CosmoCom | automated call distributor (ACD) platform | Specialized |

**The Office of Minority Health Resource Center - 800-444-6472** 800-444-OMHRC

**Department:** Department of Health and Human Services (HHS)
**Agency:** Office of the Secretary
**Office:** Office of the Assistant Secretary for Health
**Division:** Office of Minority Health

**Survey Respondent Name:** Stearns Kyle
**Email:** kyle.stearns@hhs.gov
**Tel:** 240-453-8814

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Agency developed 12 performance metrics for key OMH Resource Center functions and incorporated these into the OMHRC contract with penalties and incentives in 2008.
Agency requires monthly and annual reporting from OMHRC to ensure quality standards are met.
For customers with disabilities the OMH Resource Center provides quality control on accessibility/508 compliance for OMH electronic information products developed by OMH staff and contractors. The OMH web site and a second OMH site main

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
Key OMHRC activities such as unique web visitors and health communications campaigns are OMH GPRA ta

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Community and Faith-based organizations, Academic institutions and students at all levels

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Bachelor of Science (BS) |
| Inbound E-mails (including web forms) | Bachelor of Science (BS) |
| Web Chat | Bachelor of Science (BS) |
| Short Message Service (Text Messages) | |
| Walk In Center | Bachelor of Science (BS) |
| Other, please specify: Conferences/Public Health Campaigns | Bachelor of Science (BS) |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:
(1) Widgets. (2) Flickr collaboration with aids.gov (new).

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
The Office of Minority Health Resource Center - 800-444-6472

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 855-564-6672 | National Partnership for Action |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: 800 number for US Territories ex Guam Saipan Micronesia. 866 number for Guam.

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** Yes
English Spanish
Other please specify:

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 2.949 | Web Chat: | 65 |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 2.949 | Walk-in Center: | 5 000 |
| Inbound Emails | 6,215 | Other | 24 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**The Office of Minority Health Resource Center - 800-444-6472** 800-444-OMHRC

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| MS IIS Web Server | Supports agency website and web-based applicatio | COTS |

**United States Public Health Services Commissioned Corps - 301-594-0961**

**Department:** Department of Health and Human Services (HHS)
**Agency:** Office of Secreatary
**Office:** Office of the Assistance Secretary for Administration
**Division:** Program Support Center/Commissioned Corps Systems Branch

**Survey Respondent Name:** Yang Wang
**Email:** yang.wang@psc.hhs.gov
**Tel:** 301-651-9742

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
In order to transform the Program Support Center (PSC) into a robust, customer-focused shared services organization, the following strategic goals have been established:

Goal 1: Enhance and Stabilize Core Services and Functions - Focus on providing core services customers need.
Goal 2: Improve Service Delivery - Provide easy access to services and higher quality service.
Goal 3: Provide Best Value - Deliver appropriate value (minimize costs, conduct more efficient operations).

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
http://www.psc.gov/about/ohg-strategic-plan.html

**Q4. What customer audience does the contact center serve?**
General Public  Industry  Government  Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School |
| Inbound E-mails (including web forms) | High School |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | Colleage |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook  Linked In  RSS Feed
Twitter  My Space  Does not use social media
You Tube  Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 9 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
United States Public Health Services Commissioned Corps - 301-594-0961

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone**  **Program Supported:**

**Q10. Geographic Service Area:**
US  Canada  Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English  Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 2500 | Web Chat: | |
| Inbound Calls Completed by IVR: | 1500 | Short Message Service: | |
| In-bound Calls Overall Volume: | 4000 | Walk-in Center: | |
| Inbound Emails | 30000 | Other | 1500 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No  **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Advanced Training Center - 304-724-5800**

**Department:** Department of Homeland Security (DHS)
**Agency:** Customs and Border Protection
**Office:** Office of Training & Development

**Division:** Advanced Training Center Operations Branch

**Survey Respondent Name:** (b) (6)
**Email:** (b) (6) @dhs.gov

**Tel:** (b) (6)

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
na

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Highschool |
| Inbound E-mails (including web forms) | Highschool |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | Highschool |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:
Government email

**Q7a. Contact Center Open** **Q7b. Hours Open**
Weekdays 12
Saturday
Sunday
Federal Holidays

**Q8. Largest program supported by call center:**
Advanced Training Center - 304-724-5800

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** No
English Spanish
Other please specify:

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 11,700 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 11 | Walk-in Center: | |
| Inbound Emails | 19,500 | Other | 5,200 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Advanced Training Center - 304-724-5800**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Event Management System | Reservation and scheduling application | COTS |

**Air Marine Operations Center - 800-553-9072** 866-Air Bust

**Department:** Department of Homeland Security (DHS)
**Agency:** Customs and Border Protection
**Office:** Office Air Marine

**Division:** Air Marine Operations Center

**Survey Respondent Name:** (b) (6)
**Email:** (b) (6) @DHS.GOV

**Tel:** (b) (6)

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
We receive multiple calls from our own Agents to other agencies and concerned citizens in the US reporting different events in relation to aviation and maritime. We record the information of those calling and investigate the report and call the individual back and inform them of the findings.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
http://cbpnet/xp/cbpnet/oam/ac_corner/am_office.xml

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School Diploma |
| Inbound E-mails (including web forms) | High School Diploma |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 24 |
| Saturday | 24 |
| Sunday | 24 |
| Federal Holidays | 24 |

**Q8. Largest program supported by call center:**
Air Marine Operations Center - 800-553-9072

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: Mexico

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 10,000 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 10 | Walk-in Center: | |
| Inbound Emails | | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Over 75%

**Q15. Critical Software Applications Used (up to 5):**

**Automated Commercial Environment (ACE) - 866-530-4172**

**Department:** Department of Homeland Security (DHS)
**Agency:** Customs and Border Protection
**Office:** Office of International Trade

**Survey Respondent Name:** (b) (6) [redacted]
**Email:** (b) (6) [redacted] @dhs.gov

**Tel:**

**Division:** Communications Training Outcomes and Deployment

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Knowledge Bases are maintained to ensure correct a current information is provided to callers.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
Not sure

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Current and potential trade partners

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: ACE Remedy Tickets | not sure |

**Q6. Social media sites used by contact center**

| | | |
|---|---|---|
| Facebook | Linked In | RSS Feed |
| Twitter | My Space | Does not use social media |
| You Tube | Blog | |
| Other, please specify: | | |

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 24 |
| Saturday | 24 |
| Sunday | 18 |
| Federal Holidays | 24 |

**Q8. Largest program supported by call center:**
Automated Commercial Environment (ACE) - 866-530-4172

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: Mexico

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | |
|---|---|---|
| Inbound Calls Hanlded by CSR: | Web Chat: | |
| Inbound Calls Completed by IVR: | Short Message Service: | |
| In-bound Calls Overall Volume: | Walk-in Center: | 29619 |
| Inbound Emails | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Over 75%

**Automated Commercial Environment (ACE) - 866-530-4172**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Outlook/OCS | email/instant messaging | COTS |

**CBP and ICE Joint Integrity Case Management System (JICMS) - 877-246-8253** 877-2INTAKE

**Department:** Department of Homeland Security (DHS)
**Agency:** U.S. Customs and Border Protection
**Office:** Office of Internal Affairs
**Division:** Investigative Operations Division

**Survey Respondent Name:** (b) (6) [redacted]
**Email:** (b) (6) [redacted] @dhs.gov
**Tel** ( [redacted]

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The Joint Intake Center (JIC) serves as the central "clearinghouse" for receiving, processing and tracking allegations of misconduct involving personnel and contractors employed by Customs and Border Protection (CBP) and Immigration and Customs Enforcement (ICE). The JIC provides CBP and ICE with a centralized and uniform system for processing reports of alleged misconduct. All reports of misconduct are coordinated with the Department of Homeland Security (DHS) Office of Inspector General (OIG)

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | high school diploma |
| Inbound E-mails (including web forms) | high school diploma |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: facsimile, mail | high school diploma |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 24 |
| Saturday | 24 |
| Sunday | 24 |
| Federal Holidays | 24 |

**Q8. Largest program supported by call center:**
CBP and ICE Joint Integrity Case Management System (JICMS) - 877-246-8253

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 12000 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 12000 | Walk-in Center: | 2000 |
| Inbound Emails | 14000 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**CBP Human Resources Systems - 317-715-3000** 877-290-1810

**Department:** Department of Homeland Security (DHS)
**Agency:** Customs and Border Protection
**Office:** Indianapolis Hiring Center

**Division:** Indianapolis IN 46278

**Survey Respondent Name:** (b) [redacted]
**Email:** (b) (6) [redacted] @cbp.dhs.gov

**Tel:** (b) (6) [redacted]

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Provide training to Customer Service employees
Montior contact calls
conduct call analysis and look for trends.
Initiate process improvements

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
N/A

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | customer service training |
| Inbound E-mails (including web forms) | Basic computer skills |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:
N/A

**Q7a. Contact Center Open** **Q7b. Hours Open**
Weekdays 10
Saturday
Sunday
Federal Holidays

**Q8. Largest program supported by call center:**
CBP Human Resources Systems - 317-715-3000

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** No
English Spanish
Other please specify:

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 41 301 | Web Chat: | N/A |
| Inbound Calls Completed by IVR: | | Short Message Service: | N/A |
| In-bound Calls Overall Volume: | 41 | Walk-in Center: | N/A |
| Inbound Emails | 14,357 | Other | N/A |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**Individual Assistance - 800-621-3362** 800-621-FEMA

**Department:** Department of Homeland Security (DHS)
**Agency:** FEMA
**Office:** Recovery
**Division:** NPSC Operations

**Survey Respondent Name:** (b) (6) [redacted]
**Email:** (b) (6) [redacted] @dhs.gov
**Tel:**

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Quality Assurance Monitoring of Agents. Customer Satisfaction Surveys of disaster survivors (callers), Training and organizational hierarchy.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
No public facing contact center standards beyond hours of operation

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | HS Diploma + 27 FEMA/DHS mandatory trainings. |
| Inbound E-mails (including web forms) | Same as above plus additional one on one training. |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**

| | | |
|---|---|---|
| Facebook | Linked In | RSS Feed |
| Twitter | My Space | Does not use social media |
| You Tube | Blog | |
| Other, please specify: | | |

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 19 |
| Saturday | 19 |
| Sunday | 19 |
| Federal Holidays | 19 |

**Q8. Largest program supported by call center:**
Individual Assistance - 800-621-3362

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 866-586-5256 | Gulf Coast Oil Spill - Not currently active |
| 866-394-7244 | Temporary Housing - Not currently active |
| 800-816-1122 | Recoupment - potential debtors for disaster assistance received |
| 866-549-0402 | PPI - pre-placement interview to determine housing needs. |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify: Language Line Services

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 865286 | Web Chat: | n/a |
| Inbound Calls Completed by IVR: | 183001 | Short Message Service: | n/a |
| In-bound Calls Overall Volume: | 1048287 | Walk-in Center: | n/a |
| Inbound Emails | 12000 | Other | n/a |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**Individual Assistance - 800-621-3362** 800-621-FEMA

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| AT&T Route It | Software for logical routing decisions | COTS |
| Aspect WFM (Workforce management) | Forecasting Scheduling Real-Time mgmt. | COTS |
| Avaya CMS | ACD Automated Call Distribution | COTS |

**Inquiries about Customs and Immigration requirements for International Travel - 877-227-5511** 877-CBP-5511

**Department:** Department of Homeland Security (DHS)
**Agency:** Customs and Border Protection
**Office:** Office of Public Affairs
**Division:** CBP INFO Center

**Survey Respondent Name:** (b) (6)
**Email:** (b) (6) @dhs.gov
**Tel:** (b) (6)

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
We do not have uniform guidelines or standards for customer service that I am aware of.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
http://www.cbp.gov/xp/cgov/travel/customerservice/pledge_travel.xml

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | No minimum |
| Inbound E-mails (including web forms) | No minimum |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: Written Correspondence | No Minimum |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Inquiries about Customs and Immigration requirements for International Travel - 877-227-5511

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 877-227-5511 | Inquiries about International Trade |
| 877-227-5511 | Complaints about CBP interactions for either Travel or Trade |
| 703-526-4212 | For callers not in the U.S. |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: all countries

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 94,000 | Web Chat: | |
| Inbound Calls Completed by IVR: | 440 364 | Short Message Service: | |
| In-bound Calls Overall Volume: | 534 | Walk-in Center: | 6 000 |
| Inbound Emails | 69,000 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**Inquiries about Customs and Immigration requirements for International Travel - 877-227-5511** 877-CBP-5511

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| RightNow Technologies | Self Help Q&A on web site and contact management | COTS |
| Interactive Intelligence | Software ACD | COTS |

**Public Transportation Incentive Program (PTIP) - 202-344-1609/2130** None

**Department:** Department of Homeland Security (DHS)
**Agency:** U.S. Customs and Border Protection
**Office:** Office of Administration
**Division:** Asset and Administrative Management Division

**Survey Respondent Name:** (b) (6)
**Email:** (b) (6) @dhs.gov
**Tel:** (b) (6)

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Provides a central customer service desk in CBP headquarters to act as a single point of contact for transit subsidy program questions/issues and shuttle services within the National Capital Region. Standards for quality customer service published in May 2011 in Headquarters Services Master

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
https://cbpnetsecure.cbp.dhs.gov/sites/of/am/com/PPC/Pages/HeadquarterServices.aspx (Intranet only)

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Some college |
| Inbound E-mails (including web forms) | Some college |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | Some college |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 9 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Public Transportation Incentive Program (PTIP) - 202-344-1609/2130

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 202-344-2130 | Building services (maintenance calls) |
| 202-344-2130 | Key control |
| 202-344-2130 | Freight Program |
| 202-344-2130 | Senior Leadership Shuttle Service |
| 202-344-2130 | Parking Program (during |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 6800 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 6800 | Walk-in Center: | |
| Inbound Emails | 2928 | Other | 5081 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**Purchase Card - 317-298-1200-4012**

**Department:** Department of Homeland Security (DHS)
**Agency:** Customs and Border Protection
**Office:** Office of Administration - Proucrement Directorate
**Division:** Policy and Quality Assurance Division

**Survey Respondent Name:** (b) (6)
**Email:** (b) (6) @dhs.gov
**Tel:** (b) (6)

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Answer Purchase Card questions and provide systems support to cardholders on our internal purchase card system and the card issuing bank, JP

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | N/A |
| Inbound E-mails (including web forms) | N/A |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 9 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Purchase Card - 317-298-1200-4012

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| | provides occasional support to Fleet Card and other Procurement Divisions with caller referrals |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: Guam Canada Ireland Bahamas various offices in Europe

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 3750 | Web Chat: | N/A |
| Inbound Calls Completed by IVR: | N/A | Short Message Service: | N/A |
| In-bound Calls Overall Volume: | 3750 | Walk-in Center: | N/A |
| Inbound Emails | 8,000 | Other | N/A |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Purchase Card - 317-298-1200-4012**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Purchase Card System | commit  obligate  expense funds and reports | Specialized |

**Retirement and Benefits Advisory Services - 202-863-6180** RABAS

**Department:** Department of Homeland Security (DHS)
**Agency:** U.S. Customs and Border Protection
**Office:** Human Resources Management
**Division:** Benefits Medical and Worklife Division

**Survey Respondent Name:** (b) (6)
**Email:** (b) (6) @dhs.gov
**Tel:** (b) (6)

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Quality customer services is vitally important to the function and mission of the Retirement and Benefits Advisory Services (RABAS) Branch. It is our mission to have staff available in an information and advisory capacity. RABAS sponsors a dedicated telephone center Monday - Friday, during regular business hours and provides one-on-one information and access through the RABAS email box. We have developed and delivered a number of eletronic resources available to employees (24/7).

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: CBP Employees and their families

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School |
| Inbound E-mails (including web forms) | High School |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | High School |
| Other, please specify: Online information and services thur intranet | High School |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Retirement and Benefits Advisory Services - 202-863-6180

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| | Federal Employee Benefits Information |
| | Retirement Counselling and Services |
| | In-Service Employee Death Benefits Information and Advisory Services |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: Wherever CBP Employees are located

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** No
English Spanish
Other please specify: Spanish services available upon request

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 30 000 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 30 | Walk-in Center: | |
| Inbound Emails | 8,000 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Tariff Debt Team - 317-614-4811**

**Department:** Department of Homeland Security (DHS)
**Agency:** Customs and Border Protection
**Office:** Office of Administration

**Division:** Revenue Division

**Survey Respondent Name:** (b) (6)
**Email:** (b) (6) @dhs.gov

**Tel:** (b) (6)

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The agency ensures quality customer service by answering phones, emails and other communication in a timely manner.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School Graduate |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 11 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Tariff Debt Team - 317-614-4811

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** No
English Spanish
Other please specify:

**Q12. Communication Channel Annual Volume (FY 2010)**

| | |
|---|---|
| Inbound Calls Hanlded by CSR: | Web Chat: |
| Inbound Calls Completed by IVR: | Short Message Service: |
| In-bound Calls Overall Volume: | Walk-in Center: |
| Inbound Emails | Other |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Tariff Debt Team - 317-614-4811**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|

**Q16a. Any part of contact center outsourced?** No

**Q16b. If yes, please describe:**

**The number is the agencies national published number - 877-227-5511** 877-CBP-5511

**Department:** Department of Homeland Security (DHS)
**Agency:** Customs and Border Protection
**Office:** Office of Public Affairs
**Division:** CBP INFO Center

**Survey Respondent Name:** (b) [redacted]
**Email:** (b) (6) [redacted] @dhs.gov
**Tel:** (b) (6) [redacted]

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
100% call recording, a call standards document, email standards document, coaching with a Quality Control Specialist with a goal of a meeting every

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
Internal

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 9 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
The number is the agencies national published number - 877-227-5511

**Q9. Other Programs Supported:**

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: All

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 93740 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 93740 | Walk-in Center: | |
| Inbound Emails | 90583 | Other | 50 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**The number is the agencies national published number - 877-227-5511** 877-CBP-5511

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Right Now Technologies | Web searchable knowledgebase  email submissions | Specialized |
| Interactive Intelligence | ACD and call recording | COTS |

**FHA Residential Mortgage Insurance - 800-225-5342** 800-CALL-FHA

**Department:** Department of Housing and Urban Development (HUD)
**Agency:** Federal Housing Administration
**Office:** Single Family Housing
**Division:** N/A

**Survey Respondent Name:** David Dwyer
**Email:** david.dwyer@hud.gov
**Tel:** 804-822-4819

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The goal of the FHA Resource Center is to be the first line of inquiry for all FHA clients. The Resource Center then either answers the question or provides a referral to the correct location within FHA that can provide a response to the client's question. This ensures both consistent responses and accurate

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 12 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
FHA Residential Mortgage Insurance - 800-225-5342

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** Yes
English Spanish
Other please specify: All; via translation services

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 756000 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 240000 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 996000 | Walk-in Center: | 0 |
| Inbound Emails | 76000 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

referrals.

**FHA Residential Mortgage Insurance - 800-225-5342** 800-CALL-FHA

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Oracle On Premise | CRM | Specialized |

**Native American Housing Assistance and Self Determination Act of 1996 - 202-401-7914** n/A

**Department:** Department of Housing and Urban Development (HUD)
**Agency:** Public and Indian Housing
**Office:** Office of Native American Programs
**Division:** Field Operations

**Survey Respondent Name:** Francis Harjo
**Email:** francis.l.harjo@hud.gov
**Tel:** 202-402-4074

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
ONAP ensures that safe, decent and affordable housing is available to Native American families, creates economic opportunities for Tribes and Indian housing residents, assists Tribes in the formulation of plans and strategies for community development, and assures fiscal integrity in the operation of the programs.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
http://portal.hud.gov/hudportal/HUD?src=/program_offices/public_indian_housing/ih/codetalk/onap/acco

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Federally Recognized Tribes and Tribally Designated Housing Entities

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | 12 year |
| Inbound E-mails (including web forms) | 12 year |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: fax | 12 years |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:
http://portal.hud.gov/hudportal/HUD?src=/program_offices/p

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 12 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Native American Housing Assistance and Self Determination Act of 1996 - 202-401-7914

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 202-401-7914 | Indian Community Development Block Grant Program |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | n/a | Web Chat: | n/a |
| Inbound Calls Completed by IVR: | n/a | Short Message Service: | n/a |
| In-bound Calls Overall Volume: | 0 | Walk-in Center: | n/a |
| Inbound Emails | n/a | Other | n/a |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**law enforcement - 800-800-3855**

**Department:** Department of Justice (DOJ)
**Agency:** atf
**Office:** jsoc
**Division:** osii

**Survey Respondent Name:** (b) (6) [redacted]
**Email:** (b) (6) [redacted] @atf.gov
**Tel:**

**Q2. Describe how your agency ensures quality customer service across the department/agency.**

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**

General Public  Industry  Government  Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**

| | | |
|---|---|---|
| Facebook | Linked In | RSS Feed |
| Twitter | My Space | Does not use social media |
| You Tube | Blog | |
| Other, please specify: | | |

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 24 |
| Saturday | 24 |
| Sunday | 24 |
| Federal Holidays | 24 |

**Q8. Largest program supported by call center:**

law enforcement - 800-800-3855

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 888-283-8477 | Tips |
| 888-283-2662 | Explosives |
| 800-283-4867 | Firearms |
| 888-283-3473 | Arson |
| 202-648-7200 | Law Enforcement |

**Q10. Geographic Service Area:**

US  Canada  Other countries, please specify:

**Q11a. Languages offered by the contact center:**

English  Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 100 000 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 100 | Walk-in Center: | |
| Inbound Emails | | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No

**Q14b. If yes, what percnetage of the total agent pool is home-based?**

**National Instant Criminal Background Check System - 877-324-6427** 877-FBI NICS

**Department:** Department of Justice (DOJ)
**Agency:** FBI
**Office:** NICS
**Division:** CJIS

**Survey Respondent Name:** (b) (6)
**Email:** (b) (6) @leo.gov
**Tel:** (b) (6)

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
We have a call center that ensures we have a 95% service level.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 17 |
| Saturday | 17 |
| Sunday | 17 |
| Federal Holidays | 17 |

**Q8. Largest program supported by call center:**
National Instant Criminal Background Check System - 877-324-6427

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** No
English Spanish
Other please specify:

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 5 332 031 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 5 | Walk-in Center: | |
| Inbound Emails | | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**National Instant Criminal Background Check System - 877-324-6427** 877-FBI NICS

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|

**Q16a. Any part of contact center outsourced?** Yes **Q16b. If yes, please describe:** All Outsourced

**DOL MAIN CONTACT # (Office of Pulic Affairs) - 866-487-2365** 1-866-4-USA-DOL

**Department:** Department of Labor (DOL)
**Agency:** OASAM
**Office:** Office of Public Affairs
**Division:** Department of Labor National Contact Center (DOL-NCC)

**Survey Respondent Name:** Tanya Lowe
**Email:** lowe.tanya@dol.gov
**Tel:** 202-693-4951

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Quality Assurance at the National Contact Center is actively performed with multiple measurement tools and resources on a consistent and continuous basis.

- 100% of all inbound calls are recorded and 2% of those calls are monitored and processed through calibration sessions. During the calibrations sessions calls are coached accordingly.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
NA

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | HS Diploma |
| Inbound E-mails (including web forms) | HS Diploma |
| Web Chat | |
| Short Message Service (Text Messages) | HS Diploma |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:
In Partnership with Public Affairs Media Division

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 24 |
| Saturday | 24 |
| Sunday | 24 |
| Federal Holidays | 24 |

**Q8. Largest program supported by call center:**
DOL MAIN CONTACT # (Office of Pulic Affairs) - 866-487-2365

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 866-487-9243 | Wage and Hour (WHD) |
| 800-733-5627 | Job Corps (JC) |
| 877-872-5627 | Employment & Training Administration (ETA) |
| 866-237-0275 | Veterans Employment Training Service (VETS) |
| 800-321-6742 | Occupational Health and Safety Administration (OSHA) |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** Yes
English Spanish
Other please specify: over 140 languages

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 2 000 000 000 | Web Chat: | NA |
| Inbound Calls Completed by IVR: | 50 000 | Short Message Service: | new service no data |
| In-bound Calls Overall Volume: | 52 | Walk-in Center: | NA |
| Inbound Emails | 250,000 | Other | NA |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**overseas schools - 202-261-8200**

**Department:** Department of State (DOS)
**Agency:** administration
**Office:** overseas schools

**Division:** n/a

**Survey Respondent Name:** carol sutherland
**Email:** sutherlandct@state.gov

**Tel:** 202-261-8223

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
1 FTE ha primary responsibiity for customer service/commucations

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: web site | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
overseas schools - 202-261-8200

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify: Spanish Italian French

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 150 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 150 | Walk-in Center: | |
| Inbound Emails | 1,000 | Other | 50 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Over 75%

**overseas schools - 202-261-8200**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| DOS provided software | | |

**Earthquake Hazards Program - Earthquake Alerting Service - 303-275-8500** 303-273-8500

**Department:** Department of the Interior (DOI)
**Agency:** U.S Geological Survey
**Office:** Geologic Hazards Science Center
**Division:** National Earthquake Information Center (NEIC)

**Survey Respondent Name:** Linda Pratt
**Email:** lkpratt@usgs.gov
**Tel:** 303-273-8507

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Customer service is typically ensured through monitoring of web traffic, and FAQ and customer question portals such as "ask a geologist".

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
N/A - however, we use a caching service (Level3) to provide support during peak traffic times.

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: NEIC provides earthquake information to a wide audience

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | college graduation |
| Inbound E-mails (including web forms) | some college |
| Web Chat | some college |
| Short Message Service (Text Messages) | some college |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 24 |
| Saturday | 24 |
| Sunday | 24 |
| Federal Holidays | 24 |

**Q8. Largest program supported by call center:**
Earthquake Hazards Program - Earthquake Alerting Service - 303-275-8500

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** No
English Spanish
Other please specify: Limited Chinese

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 500 | Web Chat: | 5000 |
| Inbound Calls Completed by IVR: | | Short Message Service: | 50000 |
| In-bound Calls Overall Volume: | 500 | Walk-in Center: | 100 |
| Inbound Emails | 100000 | Other | 500 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Earthquake Hazards Program - Earthquake Alerting Service - 303-275-8500** 303-273-8500

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Hydra | Earthquake Monitoring and Bulletin | Specialized |
| Chixculub | Earthquake Catalog Production | Specialized |
| Earthquake Information Distribution System | Earthquake Notification | Specialized |

**Office of the Special Trustee for American Indians-Field Operations-Trust Beneficiary Call Center - 888-678-6836** 888-ost-otfm

**Department:** Department of the Interior (DOI)
**Agency:** Office of the Special Trustee for American Indians (OST)
**Office:** N/A
**Division:** OST Field Operations Trust Beneficiary Call Center

**Survey Respondent Name:** Douglas Lords
**Email:** douglas_lords@ost.doi.gov
**Tel:** 505-816-1388

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Through the development of scripts, risk assessments, sampling of calls to ensure complete responses are provided and properly documented and also through monitoring of various monthly reports. Staffs performance appraisals also have an element that directly relates to customer service.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Tribal and Individual Indian Trust Beneficiaries

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School - GED/work experience |
| Inbound E-mails (including web forms) | High School - GED/work experience |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | High School - GED/work experience |
| Other, please specify: Mail_Fax | High School - GED/work experience |

**Q6. Social media sites used by contact center**
Facebook, Linked In, RSS Feed
Twitter, My Space, Does not use social media
You Tube, Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 11 |
| Saturday | 4 |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Office of the Special Trustee for American Indians-Field Operations-Trust Beneficiary Call Center - 888-678-6836

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: Germany_England_Mexico

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** No
English Spanish
Other please specify: Navajo

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 146730 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 0 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 146730 | Walk-in Center: | 1565 |
| Inbound Emails | 8 | Other | 33 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Office of the Special Trustee for American Indians-Field Operations-Trust Beneficiary Call Center - 888-678-6836** 888-ost-otfm

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Trust Funds Accounting System | Account for monetary assets | COTS |
| Trust Asset and Accounting Management | Account for natural resources | Specialized |

**Science Information Services - 888-275-8747** 888-ASK-USGS

**Department:** Department of the Interior (DOI)
**Agency:** U.S. Geological Survey
**Office:** Office of Communications and Publishing
**Division:** External Communications and Citizen Engagement

**Survey Respondent Name:** Kent Swanjord
**Email:** knswanjord@usgs.gov
**Tel:** 703-648-6887

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Science Information Services professionals insure USGS customer service standards and processes are met when responding to public inquiries. Traditional channels of communications (phone, e-mail, written correspondence) are tracked, archived, and monitored for quality assurance.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
Not available via the web.

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Internal to the USGS organization.

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Earth and Biological Science |
| Inbound E-mails (including web forms) | Earth and Biological Science |
| Web Chat | |
| Short Message Service (Text Messages) | Earth and Biological Science |
| Walk In Center | Earth and Biological Science |
| Other, please specify: Social Media (Facebook & Twitter) | Earth and Biological Science |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 12 |
| Saturday | Not Applicable |
| Sunday | Not Applicable |
| Federal Holidays | Not Applicable |

**Q8. Largest program supported by call center:**
Science Information Services - 888-275-8747

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| | All science inquiries coming into the USGS by 888-ASK-USGS, @usgs (Twitter), @usgs.gov |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 80000 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 80000 | Walk-in Center: | 135000 |
| Inbound Emails | 24,000 | Other | 2000 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**Q15. Critical Software Applications Used (up to 5):**

**U.S. Geological Survey - Reston Library - 703-648-4302**

**Department:** Department of the Interior (DOI)
**Agency:** U.S. Geological Survey
**Office:** Core Science Systems
**Division:** Libraries Program

**Survey Respondent Name:** Richard Huffine
**Email:** rhuffine@usgs.gov
**Tel:** 703-648-7182

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The U.S. Geological Survey has a set of guiding principles that holds each individual accountable to the highest standards of professionalism and customer service. Public Service is the core of our efforts as a Bureau and as a Department.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
http://www.usgs.gov/humancapital/ecd/ecd_guidingprinciples.html

**Q4. What customer audience does the contact center serve?**
General Public  Industry  Government  Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Bachelors Degree |
| Inbound E-mails (including web forms) | Bachelors Degree |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | Bachelors Degree |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook  Linked In  RSS Feed
Twitter  My Space  Does not use social media
You Tube  Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
U.S. Geological Survey - Reston Library - 703-648-4302

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 650-329-5027 | U.S. Geological Survey - Menlo Park Library |
| 928-556-7008 | U.S. Geological Survey - Flagstaff Library |
| 303-236-1000 | U.S. Geological Survey - Denver Library |

**Q10. Geographic Service Area:**
US  Canada  Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English  Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 720 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 720 | Walk-in Center: | |
| Inbound Emails | 1320 | Other | 600 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No  **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**www.recreation.gov - 877-444-6777**

**Department:** Department of the Interior (DOI)
**Agency:** National Park Service
**Office:** Associate Director of Business Services
**Division:** Recreation Fee Program

**Survey Respondent Name:** Richard DeLappe
**Email:** rick_delappe@nps.gov
**Tel:** 303-969-2608

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
We use a performance based contract and measure customer satisfaction through the ForeSee ACSI survey

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
they are not published

**Q4. What customer audience does the contact center serve?**
General Public  Industry  Government  Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | n/a |
| Inbound E-mails (including web forms) | n/a |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**

| | | |
|---|---|---|
| Facebook | Linked In | RSS Feed |
| Twitter | My Space | Does not use social media |
| You Tube | Blog | |
| Other, please specify: | | |

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 12 |
| Saturday | 12 |
| Sunday | 12 |
| Federal Holidays | 12 |

**Q8. Largest program supported by call center:**
www.recreation.gov - 877-444-6777

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 888-448-1474 | Customer Service |
| 877-345-6777 | Government employee help desk |

**Q10. Geographic Service Area:**
US  Canada  Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English  Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 79717 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 0 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 79717 | Walk-in Center: | 0 |
| Inbound Emails | 20798 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** Yes

**Q14b. If yes, what percnetage of the total agent pool is home-based?** 26-50%

**Adminstrative Services, Personnel, Travel, Building Manintance, Security - 866-743-5748** n/a

**Department:** Department of the Treasury
**Agency:** Operations Support
**Office:** Area-Wide Sahred Services/ Employee Support Services
**Division:** Employee Resource Center (ERC)

**Survey Respondent Name:** Mattilyn Barnes
**Email:** Mattilyn.v.barnes@irs.gov
**Tel:** 901-546-4513

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The ERC utilized contact recording as a part of our overall Quality Assurance program. Managers and Quality Reviewers sample work products against established standards to ensure compliance.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
Upon request performance goals can be provided separately.

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | high school |
| Inbound E-mails (including web forms) | high school |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: IVR | high school |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 14 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Adminstrative Services, Personnel, Travel, Building Manintance, Security - 866-743-5748

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 866-743-5748 | Tier 1 Help Desk Support for IRS Jobs Online |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 396164 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 31227 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 427391 | Walk-in Center: | 0 |
| Inbound Emails | 308185 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**FAAs Public Inquiry Line - 1-866-835-5322** 1-866-Tell-FAA

**Department:** Department of Transportation (DOT)
**Agency:** Federal Aviation Administration
**Office:** Office of Audit and Evaluations
**Division:** Hotline Operations

**Survey Respondent Name:** Spencer Spencer
**Email:** Kenyetta.Spencer@faa.gov
**Tel:** 202-267-3758

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
By providing prompt and curteous assistance to callers and stakeholders.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
FAAs Public Inquiry Line - 1-866-835-5322

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** No
English Spanish
Other please specify:

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 10 000 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 10 | Walk-in Center: | |
| Inbound Emails | | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Right Now | | Specialized |

**CHAMPVA - 800-733-8387** N/A

**Department:** Department of Veterans Affairs (VA)
**Agency:** Purchase Care at the Health Administration Center
**Office:** benefits
**Division:** Administration

**Survey Respondent Name:** Harold Bailey
**Email:** harold.bailey@va.gov
**Tel:** 303-808-8485

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Our agency has an established a process of departmental and agency audits and quality reviews. A standard of 95% on calls out of a possible 100% for a quality score. We use a call coaching tool (CCT) to ensure that all aspects of customer service are adequately performed by our customer service representatives. All of our phone calls are recorded for quality and training purposes. Each Customer Service Representative is evaluated on one call

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
N/A

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: a subset of the general public with specific qualifying criteria

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | N/A |
| Inbound E-mails (including web forms) | N/A |
| Web Chat | N/A |
| Short Message Service (Text Messages) | |
| Walk In Center | N/A |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 12 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
CHAMPVA - 800-733-8387

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 800-733-8387 | Spina Bifida |
| 800-733-8387 | CITI |
| 800-733-8387 | Foreign Medical Program |
| 800-733-8387 | Debt Collection Unit |
| 877-733-7927 | Caregiver |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: They can call us from anywhere we are the only Contact Ctr

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** No
English Spanish
Other please specify: All - we have a translation service for all languages

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 1108709 | Web Chat: | 2118 |
| Inbound Calls Completed by IVR: | 460941 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 1569650 | Walk-in Center: | 150026 mail |
| Inbound Emails | 10589 | Other | 45 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**First Party Billing - there is one 800 number for each VISN - number above is for VISN 1 - 866-601-6286**

**Department:** Department of Veterans Affairs (VA)
**Agency:** N/A
**Office:** Central Business Office
**Division:** Health Resource Center

**Survey Respondent Name:** Jay Brost
**Email:** jay.brost@va.gov
**Tel:**

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
We have a number of methods to track and ensure quality customer service:
-after call surveys - results are tracked, trended, and reported on our balanced scorecard
-monitoring dept (each contact representative has at least 6 random calls per month monitored and scored for quality and service). The scores are part of individual performance plans and are also tracked trended and reported on our balanced scorecard.
-coaching dept - each contact representative is given two 45 minute coaching

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Veterans

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | HS/GED |
| Inbound E-mails (including web forms) | HS/GED |
| Web Chat | HS/GED |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: Outbound Call Campaigns | HS/GED |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 12 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
First Party Billing - there is one 800 number for each VISN - number above is for VISN 1 - 866-601-6286

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 877-222-8387 | Health Benefits VLER Caregiver |
| 800-983-0937 | eBenefits |
| 888-827-4817 | CoPay Credit Card Payments |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 3444264 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 71965 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 3516229 | Walk-in Center: | 0 |
| Inbound Emails | 4600 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** 11-25%

**Toxic Substances Control Act information and assistance - 202-554-1404**

**Department:** Environmental Protection Agency (EPA)
**Agency:** n/a
**Office:** Chemical Safety ad Pollution Prevention
**Division:** Pollution Prevention and Toxics

**Survey Respondent Name:** John Alter
**Email:** alter.john@epa.gov
**Tel:** 202.564.8074

**Q2. Describe how your agency ensures quality customer service across the department/agency.**

EPA's Six Principles of Customer Service
1. Be helpful! Listen to your customers.
2. Respond to all phone calls by the end of the next business day.
3. Respond to all correspondence (including email) within 10 business day.
4. Make clear timely accurate information accessible.
5. Work collaboratively with partners to improve all products and services.
6. Involve customers and use their ideas and input.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

http://www.epa.gov/fedfac/documents/measures.htm

**Q4. What customer audience does the contact center serve?**

General Public Industry Government Other, please specify: Academia regulated community

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: Enterprise Customer Services Solution (ECSS)web-based FAQs | contractor-operated |

**Q6. Social media sites used by contact center**

Facebook, Linked In, RSS Feed, Twitter, My Space, Does not use social media, You Tube, Blog, Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**

Toxic Substances Control Act information and assistance - 202-554-1404

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 800-424-5323 | National Lead Information Center |
| 800-471-7127 | Vermiculite Hotline |

**Q10. Geographic Service Area:**

US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 6789 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 6789 | Walk-in Center: | |
| Inbound Emails | 1950 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Federal Trade Commission Consumer Response Systems and Services - 877-382-4358** 877-FTC-HELP

**Department:** Federal Trade Commission (FTC)
**Agency:** Bureau of Consumer Protection
**Office:** N/A
**Division:** N/A

**Survey Respondent Name:** David Torok
**Email:** dtorok@ftc.gov
**Tel:** 202-326-3075

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Monitoring of contractual performance requirements; consumer satisfaction surveys.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
http://www.ftc.gov/foia/DNC_crc_prs_second_amend.pdf

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School |
| Inbound E-mails (including web forms) | High School |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: Postal Mail and FAX | High School |

**Q6. Social media sites used by contact center**

| | | |
|---|---|---|
| Facebook | Linked In | RSS Feed |
| Twitter | My Space | Does not use social media |
| You Tube | Blog | |
| Other, please specify: | | |

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 11 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Federal Trade Commission Consumer Response Systems and Services - 877-382-4358

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 877-438-4338 | FTC- IDTheft |
| 888-382-1222 | Do Not Call |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 730000 | Web Chat: | |
| Inbound Calls Completed by IVR: | 700000 | Short Message Service: | |
| In-bound Calls Overall Volume: | 1430000 | Walk-in Center: | |
| Inbound Emails | 305000 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**FTC Bulk Order Website - 000-000-0000** None

**Department:** Federal Trade Commission (FTC)
**Agency:** Bureau of Consumer Protection
**Office:** N/A
**Division:** Division of Consumer & Business Education

**Survey Respondent Name:** Dawne Holz
**Email:** dholz@ftc.gov
**Tel:** 202-326-2933

**Q2. Describe how your agency ensures quality customer service across the department/agency.**

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 24 |
| Saturday | 24 |
| Sunday | 24 |
| Federal Holidays | 24 |

**Q8. Largest program supported by call center:**
FTC Bulk Order Website - 000-000-0000

**Q9. Other Programs Supported:**

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?**
English Spanish
Other please specify:

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | | Walk-in Center: | |
| Inbound Emails | 20000 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**FTC Bulk Order Website - 000-000-0000** None

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|

**Q16a. Any part of contact center outsourced?** Yes **Q16b. If yes, please describe:** Some Outsourced

**Q16c. COTR Information:**

**Name of COTR:** Dawne Holz **Tel:** 202-326-2933 **Email:** dholz@ftc.gov

**National Contact Center - 800-333-4636** 800-FED-INFO

**Department:** General Services Administration (GSA)
**Agency:** NA
**Office:** Federal Citizen Information Center
**Division:** Contact Center Services Division

**Survey Respondent Name:** Henry Lai
**Email:** henry.lai@gsa.gov
**Tel:** 202-821-7226

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Each department handles its own performance quality

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
NA

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School Graduate |
| Inbound E-mails (including web forms) | HS Grad plus some college |
| Web Chat | HS Grad plus some college |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: FAQ | College Graduate |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 12 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
National Contact Center - 800-333-4636

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 888-878-3256 | Pueblo Publication Order Line |
| 888-407-4747 | Depoartment of State Overseas Citizens Services Hotline |
| 888-696-6639 | Financial Literacy Education Commission My Money Hotline |
| 800-344-9453 | U.S. Fish and Wildlife Customer Service Center |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 812553 | Web Chat: | 21346 |
| Inbound Calls Completed by IVR: | 780919 | Short Message Service: | |
| In-bound Calls Overall Volume: | 1593472 | Walk-in Center: | 5156715 |
| Inbound Emails | 74237 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**National Contact Center - 800-333-4636** 800-FED-INFO

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| eGain | Knowledgebase/FAQ | COTS |
| eGain | Email | COTS |
| eGain | Web Chat | COTS |
| Siebel | CRM and order entries | COTS |

**Public Services Organization - 818-354-0112**

**Department:** National Aeronautics and Space Administration (NASA)
**Agency:** Jet Propulsion Laboratory
**Office:** Communication & Education
**Division:** 1811

**Survey Respondent Name:** Jon Nelson
**Email:** jon.d.nelson@jpl.nasa.gov
**Tel:** 8183540722

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
We have a Media group which handles all PR and social media, and a Public Services Office that handles all customer inquiries and public tours, and we have a web group that handles all customer feedback regarding web issues and general questions about the lab.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
N/A to my knowledge

**Q4. What customer audience does the contact center serve?**
General Public  Industry  Government  Other, please specify: media

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School |
| Inbound E-mails (including web forms) | High School |
| Web Chat | High School |
| Short Message Service (Text Messages) | High School |
| Walk In Center | High School |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook  Linked In  RSS Feed
Twitter  My Space  Does not use social media
You Tube  Blog
Other, please specify:
flickr, foursquare, Ustream

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 9 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Public Services Organization - 818-354-0112

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 818-354-4321 | News Media |

**Q10. Geographic Service Area:**
US  Canada  Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English  Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?**

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 12 000 | Web Chat: | 6 000 |
| Inbound Calls Completed by IVR: | | Short Message Service: | 10,000 |
| In-bound Calls Overall Volume: | 12000 | Walk-in Center: | |
| Inbound Emails | 25,000 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No  **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**National Credit Union Administration (NCUA) Region III Programs and Operations - 678-443-3000**

**Department:** National Credit Union Administration
**Agency:** N/A
**Office:** N/A
**Division:** Region III

**Survey Respondent Name:** Paul Wilson
**Email:** rwilson@ncua.gov
**Tel:** 678-443-3006

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Constant communication/interaction with both office and field staff to ensure requirements, concerns, questions, and issues are properly addressed or handled in an appropriate, timely manner. Communication/interaction is via phone, email, and/or personal contact.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
N/A

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | N/A |
| Inbound E-mails (including web forms) | N/A |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | N/A |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
National Credit Union Administration (NCUA) Region III Programs and Operations - 678-443-3000

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** No
English Spanish
Other please specify:

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 2000 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 2000 | Walk-in Center: | |
| Inbound Emails | 3000 | Other | 300 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**National Credit Union Administration (NCUA) Region III Programs and Operations - 678-443-3000**

**Q15. Critical Software Applications Used (up to 5):**

**Dept. of Curatorial Records and Files; second number: 202-842-6896 - 202-842-6589**

**Department:** National Gallery of Art
**Agency:**
**Office:** Deputy Director
**Division:** Department of Curatorial Records and Files

**Survey Respondent Name:** Anne Halpern
**Email:** a-halpern@nga.gov
**Tel:** 202-842-6896

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
We provide contact information (telephone numbers and e-mail addresses) on our public Web site, www.nga.gov

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | B.A. |
| Inbound E-mails (including web forms) | B.A. |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: by letter | B.A. |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 24 |
| Saturday | 24 |
| Sunday | 24 |
| Federal Holidays | 24 |

**Q8. Largest program supported by call center:**
Dept. of Curatorial Records and Files; second number: 202-842-6896 - 202-842-6589

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: world-wide

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | not recorded | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 0 | Walk-in Center: | not recorded |
| Inbound Emails | not recorded | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**Dept. of Curatorial Records and Files; second number: 202-842-6896 - 202-842-6589**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|

**Q16a. Any part of contact center outsourced?** No

**Q16b. If yes, please describe:** None Outsourced

## Agency publicly available information - 301-415-4737

**Department:** Nuclear Regulatory Commission (NRC)
**Agency:** N/A
**Office:** Office of Information Services
**Division:** Information Resources and Services Division

**Survey Respondent Name:** Anna McGowan
**Email:** Anna.McGowan@NRC.gov
**Tel:**

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
NRC Has an Internet site, provides public access to its Agency Document Management System, and staffs a Public Document Room where assistance and training is provided to public users for the past 36 years. There is also the Office of Public Affairs.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: International agencies and governments

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | B.A. |
| Inbound E-mails (including web forms) | M.A. |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | M.A. |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Agency publicly available information - 301-415-4737

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: Various

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 7200 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 7200 | Walk-in Center: | |
| Inbound Emails | 15,000 | Other | 200 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**Agency publicly available information - 301-415-4737**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| ADAMS | NRC Document management System | Specialized |

## Electronic Filing Program - 301-415-7000

**Department:** Nuclear Regulatory Commission (NRC)
**Agency:** U.S. NRC
**Office:** ADM
**Division:** ADSA

**Survey Respondent Name:** ronald deavers
**Email:** rxd@nrc.gov
**Tel:** 301-415-7000

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Our employees have developed and subscribe to our values

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public  Industry  Government  Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook  Linked In  RSS Feed
Twitter  My Space  Does not use social media
You Tube  Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 12 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Electronic Filing Program - 301-415-7000

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone**  **Program Supported:**

**Q10. Geographic Service Area:**
US  Canada  Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English  Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 2800 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 2800 | Walk-in Center: | |
| Inbound Emails | 700 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No  **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Electronic Filing Program - 301-415-7000**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Numera Footprints | Call tracking | COTS |
| Adobe Acrobat | PDF creation | COTS |

**Benefit Administration - 800-400-7242** 800-400-PBGC

**Department:** Pension Benefit Guaranty Corporation (PBGC)
**Agency:** N/A
**Office:** Benefit Administration and Payment Department
**Division:** Retiree Services Division Customer Communication Branch

**Survey Respondent Name:** Valerie Ramsey
**Email:** ramsey.valerie@pbgc.gov
**Tel:** 703-822-8600 ext 800

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The Benefit Administration & Payment Dept. ensures quality customer service by auditing work performed for compliance of policies and procedures, customer satisfaction surveys and direct feedback from callers and through the recording and evaulations of calls handled by the contact center.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Participants of defined benefit pension plans trusted by the agency

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High school |
| Inbound E-mails (including web forms) | High school |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 11 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Benefit Administration - 800-400-7242

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: 68 foreign countries

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 588611 | Web Chat: | |
| Inbound Calls Completed by IVR: | 124686 | Short Message Service: | |
| In-bound Calls Overall Volume: | 713297 | Walk-in Center: | 2406 |
| Inbound Emails | 10384 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Benefit Administration - 800-400-7242** 800-400-PBGC

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Oracle Customer Relations Management | Tracking of customer interactions | Specialized |

**All Social Security inquiries - 800-772-1213**

**Department:** Social Security Administration (SSA)
**Agency:** DCO
**Office:** Office Of Telephone Services
**Division:** Network Operations Branch

**Survey Respondent Name:** Roy Harper
**Email:** roy.harper@ssa.gov
**Tel:** 410-966-5997

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
SSA has an organization dedicated to quality called the Office of Quality Performance (OQP). Their mission is to assess the Agency's quality and work collaboratively with other components to improve quality. OQP conduct service observations throughout the year and reports the results.

Each teleservice center (TSC) is also responsible for conducting quality service observations. The results are recorded in a database enable ad hoc

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
http://www.ssa.gov/finance/

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | 2 years of college or equivalent experience |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 15 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
All Social Security inquiries - 800-772-1213

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: US Territories

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 41860834 | Web Chat: | |
| Inbound Calls Completed by IVR: | 25683946 | Short Message Service: | |
| In-bound Calls Overall Volume: | 67544780 | Walk-in Center: | |
| Inbound Emails | | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**CCMIS - 877-626-6363**

**Department:** Social Security Administration (SSA)
**Agency:** OCO
**Office:** ODO
**Division:** DDSO RCC

**Survey Respondent Name:** Donesha Levine
**Email:** Donesha.Levine@ssa.gov
**Tel:** 410-9661168

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The Representative Call Center provides customer service to the attorneys by ensuring all issues and concerns are address that pertains to their number holder's disability record.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
Not that I know off

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Attorneys

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | BTE/CTE qualification |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 9 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
CCMIS - 877-626-6363

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** No
English Spanish
Other please specify:

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 71,678 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 71 | Walk-in Center: | |
| Inbound Emails | | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**CCMIS - 877-626-6363**

**Q15. Critical Software Applications Used (up to 5):**

**E-Gov Travel - 410-965-1234**

**Department:** Social Security Administration (SSA)
**Agency:** N/A
**Office:** Office of Travel and Administrative Payment Services
**Division:** Division of Travel Services

**Survey Respondent Name:** Michael Boyle
**Email:** michael.boyle@ssa.gov
**Tel:**

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The Division of Travel Services (DTS) created a survey for end users of our E-Gov travel system. One of the survey questions asks end users to rate their overall satisfcation with SSA's Travel Help Desk, which assists other agency employees with using the E-Gov Travel System. We use the end users' ratings and comments as a gauge of the Help Desk's performance. Please note that we are not a dedicated Help Desk staff (we have many other functions) so some of the survey questions do not apply.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | N/A |
| Inbound E-mails (including web forms) | N/A |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 12 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
E-Gov Travel - 410-965-1234

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| | Responding to Travel Policy Questions -- Federal Travel Regulation and SSA's Internal Policies |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 5000 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 5000 | Walk-in Center: | |
| Inbound Emails | 3000 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**Fraud Detection - 800-269-0271** SSA Fraud

**Department:** Social Security Administration (SSA)
**Agency:** N/A
**Office:** Office of the Inspector General
**Division:** Allegation Management and Fugitive Enforcement Division

**Survey Respondent Name:** Robert Meekins
**Email:** bob.meekins@ssa.gov
**Tel:** 4109662685

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Consensual phone call monitoring.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | Bachelor |
| Inbound E-mails (including web forms) | Bachelor |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: U.S. Mail/Facsimile | Bachelor |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 6 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Fraud Detection - 800-269-0271

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 888-384-4808 | Fugitive Enforcement |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?**
English Spanish
Other please specify:

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 15574 | Web Chat: | |
| Inbound Calls Completed by IVR: | 220884 | Short Message Service: | |
| In-bound Calls Overall Volume: | 236458 | Walk-in Center: | 8900 |
| Inbound Emails | 68065 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Fraud Detection - 800-269-0271** SSA Fraud

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| National Investigative Case Management | Document and store fraud allegations and cases | Specialized |

**N/A - 800-772-6270** 000-000-0000

**Department:** Social Security Administration (SSA)
**Agency:** N/A
**Office:** Office of Earnings Operations
**Division:** Division of Business Services

**Survey Respondent Name:** Renee Phillips
**Email:** renee.a.phillips@ssa.gov
**Tel:** 410-966-8468

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
We provide extensive training and mentoring. We perform service observations on each employee to ensure the public is receiving timely and accurate

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
N/A

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: IRS Census Bureau

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | 12th grade |
| Inbound E-mails (including web forms) | 12th grade |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: fax | 12th grade |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 12 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
N/A - 800-772-6270

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 888-772-2970 | Business Services Online |
| 866-691-3061 | Electronic Records Express - Tech Support |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 108,593 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 0 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 108593 | Walk-in Center: | 0 |
| Inbound Emails | 34,159 | Other | 0 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Over 75%

**N/A - 800-772-6270** 000-000-0000

**Q15. Critical Software Applications Used (up to 5):**

**OASDI Benefits - 800-772-1213**

**Department:** Social Security Administration (SSA)
**Agency:** DCO
**Office:** Office of Central Operations
**Division:** WBDOC/ICTU

**Survey Respondent Name:** Carol Truskowski
**Email:** carol.truskowski@ssa.gov
**Tel:** 570-831-1111

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Using agency wide policies and procedures.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 9 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
OASDI Benefits - 800-772-1213

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | |
|---|---|
| Inbound Calls Hanlded by CSR: | Web Chat: |
| Inbound Calls Completed by IVR: | Short Message Service: |
| In-bound Calls Overall Volume: | Walk-in Center: |
| Inbound Emails | Other |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**OASDI Benefits - 800-772-1213**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|

**Q16a. Any part of contact center outsourced?** No

**Q16b. If yes, please describe:** None Outsourced

**Roy Harpe, Program Analyst, Network Operations, Office of Telephone Services - 410-966-5997**

**Department:** Social Security Administration (SSA)
**Agency:** SSA
**Office:** DCO_OCO_OEO
**Division:** DERO_CSB

**Survey Respondent Name:** Ora Brimley
**Email:** ora.brimley@ssa.gov
**Tel:** 410-966-8503

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The agency has set goals and standards for call centers across the country.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
The Office of Telephone Services determine standards.

**Q4. What customer audience does the contact center serve?**
General Public  Industry  Government  Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook  Linked In  RSS Feed
Twitter  My Space  Does not use social media
You Tube  Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Roy Harpe_Program Analyst_Network Operations_Office of Telephone Services - 410-966-5997

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone**  **Program Supported:**

**Q10. Geographic Service Area:**
US  Canada  Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English  Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 1869 122.00 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 1869 | Walk-in Center: | |
| Inbound Emails | | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** Yes  **Q14b. If yes, what percnetage of the total agent pool is home-based?** Over 75%

**Roy Harpe, Program Analyst, Network Operations, Office of Telephone Services - 410-966-5997**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| Customer Help and Information Program | Guide agents through call handling | Specialized |

**Social Security - 800-772-1213**

**Department:** Social Security Administration (SSA)
**Agency:** N/A
**Office:** Office of the Deputy Commissioner for Legislation and Congressional Affairs
**Division:** Congressional Constituent Relations and Legislative Support Staff

**Survey Respondent Name:** Sharon Wilson
**Email:** sharon.a.wilson@ssa.gov
**Tel:** 410-965-3931

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The staff develops and maintains contacts within SSA in order to best assist Congressional offices as quickly and efficiently as possible. As new policies, initiatives, and procedures are implemented, the staff must absorb the new information and apply it to day-to-day processes since Congressional offices call for educational assistance about SSA's policy and procedures. The calls range from constituent-specific requests to general program or

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public  Industry  Government  Other, please specify: Members of Congress and their staff

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School diploma and SSA Program proficiency |
| Inbound E-mails (including web forms) | High School diploma and SSA Program proficiency |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | High School diploma and SSA Program proficiency |
| Other, please specify: fax and mail inquiries | High School diploma and SSA Program proficiency |

**Q6. Social media sites used by contact center**
Facebook  Linked In  RSS Feed
Twitter  My Space  Does not use social media
You Tube  Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Social Security - 800-772-1213

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone**  **Program Supported:**

**Q10. Geographic Service Area:**
US  Canada  Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English  Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 11 500 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 11500 | Walk-in Center: | 1900 |
| Inbound Emails | | Other | 800 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No  **Q14b. If yes, what percnetage of the total agent pool is home-based?**

policy issues.

**Social Security - 800-772-1213**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|

**Social Security Administration's Hearings and Appeals and Claimant Representative Programs - 877-670-2722**

**Department:** Social Security Administration (SSA)
**Agency:** Office of Disability Adjudication and Review
**Office:** Office of Executive Operations and Human Resources
**Division:** Congressional and Public Affairs Branch

**Survey Respondent Name:** Ralph Smith
**Email:** ralph.smith@ssa.gov
**Tel:** 703-605-8267

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
We recognize that to achieve sustained levels of quality service and gain the public's confidence, the defining moment is the point of interaction our staff has with people. We strive to ensure quality interaction through being understanding, showing patience; that is we set performance expectations and standards regarding the experience the public will have with the agency.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
The over-arching goals are reflected in SSA Strategic Plan: http://www.ssa.gov/asp/plan-2008-2013.

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Congressional members and their staff Claimants' Representatives

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | high school or equivalent |
| Inbound E-mails (including web forms) | ibid |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: written inquiries | ibid |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 10 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Social Security Administration's Hearings and Appeals and Claimant Representative Programs - 877-670-2722

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 300000 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 300000 | Walk-in Center: | |
| Inbound Emails | not tracked | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Social Security Program - 800-772-1213** N/A

**Department:** Social Security Administration (SSA)
**Agency:** OCO
**Office:** OEO
**Division:** WBDOC/CSB

**Survey Respondent Name:** Eileen Kacmarski
**Email:** Eileen.A.Kacmarski@ssa.gov
**Tel:** 570-831-1119

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
We committed to hiring the best individuals for the position, a high quality training program and effective coaching and hands-on opportunities. As well as regular service observations and effective communication among all.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School |
| Inbound E-mails (including web forms) | High School |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 19 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Social Security Program - 800-772-1213

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** No
English Spanish
Other please specify:

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 0 | Walk-in Center: | |
| Inbound Emails | 24000000 | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**Social Security Program - 800-772-1213** N/A

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| N/A | | Specialized |

**Verizon - 877-593-3955** N/A

**Department:** Social Security Administration (SSA)
**Agency:** Social Security Adminsitration
**Office:** Office of Central Operation
**Division:** DDSO/ICTU

**Survey Respondent Name:** Kimberly May
**Email:** Kimberly.May@ssa.gov
**Tel:** 6-0458

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The ICTU service delivery goals are the same as Service Delivery Objectives (SDO), and they ensure that all claims are processed within 14 days from the effective filing date. We are also responsible for taking and adjudicating claims and other applications.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
N/A

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Verizon - 877-593-3955

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 154 | Web Chat: | N/A |
| Inbound Calls Completed by IVR: | 154 | Short Message Service: | N/A |
| In-bound Calls Overall Volume: | 308 | Walk-in Center: | N/A |
| Inbound Emails | N/A | Other | N/A |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Verizon - 877-593-3955** N/A

**Q15. Critical Software Applications Used (up to 5):**

**We take transfer calls from the national 1-800-772-1213 for immediate claims non-disability - 800-772-1213** 800-772-1213

**Department:** Social Security Administration (SSA)
**Agency:** Social Security Administration
**Office:** OCO
**Division:** ODO/DDSO/ICTU

**Survey Respondent Name:** Jason Greggs
**Email:** jason.greggs@ssa.gov
**Tel:** 410-966-4291

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Random reviews are completed by the office of Quality Assurance. They randomly listen in on calls to make sure our technicians are providing quality customer service and that no payment errors are made. We also have team leads perform random internal reviews to assist with tracking trends and to provide analysis of workloads. This helps our unit determine training needs and allows us to go over topics that need to be addressed in our unit meetings. We also receive feedback from TSC's FO's and

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High school or college depends on GS level of post |
| Inbound E-mails (including web forms) | |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 11 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
We take transfer calls from the national 1-800-772-1213 for immediate claims non-disability - 800-772-1213

**Q9. Other Programs Supported:**

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 999-999-9999 | We take transfer calls from the national 1-800-772-1213 and process immediate claims non-disability |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | contact OTS for info | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 0 | Walk-in Center: | |
| Inbound Emails | | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** No

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Duplication Services - 202-707-5640**

**Department:** The Library of Congress
**Agency:** Partnership and Outreach Programs
**Office:** Office of Business Enterprise
**Division:** Customer Service and Fulfillment Section

**Survey Respondent Name:** Tonya Spry
**Email:** tbell@loc.gov
**Tel:** 202-707-9842

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
We are a small contact center. We are looking for training programs to ensure all are trained in the expectations of customer service. However, in the interim, we monitor email communications to customers and set expectations for responsiveness, clarity, grammer, order accuracy, etc.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
n/a

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | HS Diploma, Telephone Ettiquette & CS Training |
| Inbound E-mails (including web forms) | HS Diploma, Grammer Skills, & CS Training |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | HS Diploma & CS Training |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Duplication Services - 202-707-5640

**Q9. Other Programs Supported:** Yes

**Programs Supported by Contact Center (up to 5):**

| Telephone | Program Supported: |
|---|---|
| 202-707-6100 | Cataloging Distribution Service (CDS) |
| 855-266-1884 | Cataloging Distribution Service (CDS) |
| 888-682-3557 | Retail Shop |

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 11318 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 0 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 11318 | Walk-in Center: | 0 |
| Inbound Emails | 9307 | Other | 340 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Less than 10%

**Technical Assistance - 800-872-2253** N/A

**Department:** United States Architectural and Transportation Barriers Compliance Board
**Agency:** N/A
**Office:** Technical and Information Services
**Division:** Technical Assistance Program

**Survey Respondent Name:** Rex Pace
**Email:** pace@access-board.gov
**Tel:** 202-272-0023

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The Board has a definitive policy, "Access Board Information Quality Guidelines". A designated email box for receiving comments about the quality of information services offered, these are monitored and evaluated. The public can also submit comments through various other email addresses on our "Contact Us" webpage by telephone/TTY and mail. Technical assistance staff receives training on relevant new and ongoing issues and participates in regular coordinating meetings to ensure accuracy.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
www.access-board.gov/about/policies/infoquality.htm

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | college undergraduate |
| Inbound E-mails (including web forms) | college undergraduate |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | college undergraduate |
| Other, please specify: Web-based Seminars | college undergraduate |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 8 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Technical Assistance - 800-872-2253

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** Yes

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 12,000 | Web Chat: | |
| Inbound Calls Completed by IVR: | | Short Message Service: | |
| In-bound Calls Overall Volume: | 12000 | Walk-in Center: | |
| Inbound Emails | approx. 35% of calls | Other | |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Technical Assistance - 800-872-2253** N/A

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|

**Hotline - 888-877-7644** 888-USPS-OIG

**Department:** United States Postal Service (USPS)
**Agency:** USPS Office of Inspector General
**Office:** Office of General Counsel

**Survey Respondent Name:** (b) (6)
**Email:** (b) @uspsoig.gov

**Tel:** (b) (6)

**Division:** Hotline

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
Customer service is a top priority for our Agency.

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify:

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School to College |
| Inbound E-mails (including web forms) | High School to College |
| Web Chat | High School to College |
| Short Message Service (Text Messages) | |
| Walk In Center | High School to College |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:
Agency website

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 14 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Hotline - 888-877-7644

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify:

**Q11a. Languages offered by the contact center:**
English Spanish
Other please specify:

**Q11b. Offers a "Language Line" Option?** No

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 16,400 | Web Chat: | 0 |
| Inbound Calls Completed by IVR: | 90 000 | Short Message Service: | 0 |
| In-bound Calls Overall Volume: | 106400 | Walk-in Center: | 6 600 |
| Inbound Emails | 27,000 | Other | 10 |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** Yes **Q14b. If yes, what percnetage of the total agent pool is home-based?** Over 75%

**Hotline - 888-877-7644** 888-USPS-OIG

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| CISCO Call Center | Phone | Specialized |

**Intake Information Group - 800-669-4000**

**Department:** US Equal Employment Opportunity Commission
**Agency:** N/A
**Office:** Office of Field Programs (OFP)
**Division:** Field Management Programs Intake Information Group

**Survey Respondent Name:** Patrick DeWolf
**Email:** patrick.dewolf@eeoc.gov
**Tel:**

**Q2. Describe how your agency ensures quality customer service across the department/agency.**
The EEOC provides the Intake Information Group to respond to frontline phone calls and emails as well as an FAQ tool located on the agency's external

**Q3. If your agency has published customer service standard or performance goals, please provide the URL below:**
We have not published any standards

**Q4. What customer audience does the contact center serve?**
General Public Industry Government Other, please specify: Business owners and adminsitrators

**Q5. Communication channels supported and the minimum educational qualitification required for employees providing customer service on the channel.**

| Communication Channel | Minimum Eduation Qualification |
|---|---|
| Telephone | High School Diploma |
| Inbound E-mails (including web forms) | High School Diploma |
| Web Chat | |
| Short Message Service (Text Messages) | |
| Walk In Center | |
| Other, please specify: | |

**Q6. Social media sites used by contact center**
Facebook Linked In RSS Feed
Twitter My Space Does not use social media
You Tube Blog
Other, please specify:

| Q7a. Contact Center Open | Q7b. Hours Open |
|---|---|
| Weekdays | 13 |
| Saturday | |
| Sunday | |
| Federal Holidays | |

**Q8. Largest program supported by call center:**
Intake Information Group - 800-669-4000

**Q9. Other Programs Supported:** No

**Programs Supported by Contact Center (up to 5):**
**Telephone** **Program Supported:**

**Q10. Geographic Service Area:**
US Canada Other countries, please specify: We attemp to assist all who contact us

**Q11a. Languages offered by the contact center:** **Q11b. Offers a "Language Line" Option?** Yes
English Spanish
Other please specify: 150+ other lanugages through use of an interpreter service.

**Q12. Communication Channel Annual Volume (FY 2010)**

| | | | |
|---|---|---|---|
| Inbound Calls Hanlded by CSR: | 276762 | Web Chat: | na |
| Inbound Calls Completed by IVR: | 263028 | Short Message Service: | na |
| In-bound Calls Overall Volume: | 539790 | Walk-in Center: | ~25000 |
| Inbound Emails | 25308 | Other | na |

**Q13. Does the center use an FAQ system that is also accessible to customers via a website?** Yes

**Q14a. Does the contact center have home-based agents?** No **Q14b. If yes, what percnetage of the total agent pool is home-based?**

**Intake Information Group - 800-669-4000**

**Q15. Critical Software Applications Used (up to 5):**

| Product | Purpose | COTS/Specialized |
|---|---|---|
| RightNow Enterprise | Agent CRM | COTS |