

STATE OF ALASKA

SEAN PARNELL, GOVERNOR

DEPARTMENT OF ADMINISTRATION

DIVISION OF RETIREMENT AND BENEFITS

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For Our Customers: A New Approach to Customer Service Centers

I am writing to inform you of exciting new developments in the Division of Retirement & Benefits (Division) that will improve our customer service capabilities.

Background

Each of the Division's sections call centers periodically experience high call volumes. During these seasonal peaks, staff time was primarily focused on answering phones, which resulted in extended processing times for issues that could not be resolved during the first call. Customers sometimes experienced long wait times, or multiple transfers to various DRB sections.

What

The Division is creating a new Customer Service Center.

Why

To improve phone service and provide faster processing of all customer requests.

When

Effective Monday, August 2, 2010, Customer Service Center phone hours of operation will be:

Monday - Friday from 10:00 A.M. to 3:30 P.M. AST

Customer Service Center office hours will remain from 8:00 A.M. to 5:00 P.M. AST, Monday through Friday.

Implementation

Customer Service Representatives (CSRs) have been trained to become subject matter experts in multiple areas, expanding their focus and skills. This increases their ability to provide broader services to our customers.

The Division's phone call routing message will be simplified by eliminating four options.

During the Customer Service Center phone hours, the number of CSRs available on the phone will be doubled. Additional CSRs from other units will be activated during times of high call volume to ensure timely phone service.

How This Affects You

The new Customer Service Center will result in:

- Your ability to speak to a live person on most calls, rather than waiting in a queue;
- Reduction in dropped calls;
- Reduction in call transfers within the Division;
- Resolution of most issue(s) during your first conversation.

Additionally, you will be able to leave a message for follow-up by staff for calls made outside the Customer Service Center phone hours.

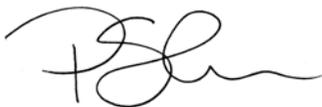
These new phone hours will allow Division staff to focus on written requests and inquiries in the times preceding and following the Customer Service Center phone hours which will improve response times for these types of contacts. Turnaround time for other pension and health related issues will also be reduced.

The Division's phone greeting will give the Customer Service Center phone hours of operation, and will be periodically refreshed with seasonal information.

Division technicians and specialists will continue to be available on their direct business lines outside of the Customer Service Center phone hours ensuring you receive the service you need.

If you have any questions please visit our Customer Service Center FAQs at: doa.alaska.gov/drbcsc.html or call us toll free at 1-800-821-2251. It is a privilege serving you!

Sincerely,



Pat Shier
Director