



DEPARTMENT OF DEFENSE DEPENDENTS SCHOOLS
OFFICE OF THE DIRECTOR, EUROPE
INFORMATION TECHNOLOGY DIVISION
UNIT 29649, BOX 7100
APO AE 09096-7100

March 2, 2006

INFORMATION TECHNOLOGY DIVISION
STANDARD OPERATING PROCEDURE

SUBJECT: IT Service Desk Integrated Voice Response (IVR) and Automated Call Distribution (ACD) Systems Standard Operating Procedures (SOP)

1. PURPOSE:

To establish standard procedures regarding the use of the new IVR and ACD systems by the DoDDS-E IT Division Customer Support Branch in managing incoming calls for assistance.

2. APPLICABILITY:

This SOP applies to any individual contacting the DoDDS-E IT Division Customer Support Branch via telephone.

3. DEFINITIONS:

3.1 Automatic Call Distributor (ACD) – A telephone system that handles incoming calls and manages/routes them based on a predetermined set of handling instructions.

3.2 Interactive Voice Response (IVR) – A telephone technology that allows an individual who uses a touch-tone telephone to interact with a database to acquire information from or enter data into the database. IVR technology allows customers to control the direction of their call based on their choice from a predetermined list of options. Help Desk call centers use IVR technology so that customers can hear information regarding outages, speak to technicians, or leave voice messages so that they do not have to wait on hold to speak with someone.

3.3 Central Phone Number – Single phone number for customers to call when requesting assistance with technology. The DoDDS-E IT Service Desk central phone number is DSN 334-2515 or Commercial +49 (0) 6134-604-515.

- 3.4 Customer - All DoDDS-E teachers, administrative staff, support staff, volunteers, and contractors.

4. RESPONSIBILITIES:

- 4.1 The Chief, DoDDS-Europe Information Technology Division will oversee and review implementation and compliance of all Information Technology Division standard operating procedures.
- 4.2 The Customer Support Branch Chief, DoDDS-Europe Information Technology Division will oversee and review implementation and compliance of this standard operating procedure.
- 4.3 All DoDDS-Europe Government and contracted employees will adhere to this standard operating procedure.

5. POLICY

The goal of the DoDDS-E IT Division Customer Support Branch is to provide 100% customer satisfaction to all customers calling for assistance with information technology equipment/services.

6. PROCEDURES:

- 6.1 A central phone number will be provided for customers to contact a technical support representative during normal business hours (Monday – Friday, 0600 – 1800 CET). The system will provide multiple options for the customer and allow them to determine the most effective use of their time during the call.
- 6.2 Customers requesting assistance with technology will call the central phone number, DSN 334-2515 or Comm. +49 (0) 6134-604-515.
- 6.3 Customers calling outside of normal business hours will receive the following voice message:

“Welcome to the DoDDS-Europe IT Service Desk. Our hours of operation are Monday – Friday, 0600 – 1800 (CET) excluding federal holidays. If you need to speak to a Customer Service Representative, please call back during normal business hours, otherwise press 3 to leave a voice message, press 4 for instructions on how to create a web ticket, press 5 for instructions on how to submit a request via e-mail, or press 8 to repeat these selections.” (In the future an option will be added to this “after hours message” for callers to select 2 and speak with a manager on-call. This option will be reserved for emergent situations).

- 6.4 Customers calling during normal business hours will hear the following welcome message and main menu of options:

“Welcome to the DoDDS-Europe IT Service Desk. Please listen carefully to the following menu choices. You may make your selection at any time. (Customers will then be routed) Press 1 to hear a list of current system outages. Press 2 to speak to the next available Customer Service Representative. Press 3 to leave a voice message. Press 4 for instructions on how to create a web ticket. Press 5 for instructions on how to submit a request via e-mail. Press 6 if you are calling in response to a request by a Customer Service Representative. Press 8 to repeat these selections.”

- 6.5 Selecting one of the options from 6.4 will result in the following:

Option 1: Customers will be routed to a dynamic message detailing known, current outages and then given the option to repeat the message or return to the main menu.

Option 2: Customers will be routed to the technical analyst phone queue according to the following guidelines:

- i. If available, customers will be immediately routed to an open agent (i.e. all agents are not currently handling previous callers).
- ii. If all agents are busy with other customers, the caller will be advised of their position in the queue and then be given the opportunity to either wait for the next available agent (according to their queue position) or select option 3, 4, or 5 below. Customers will be advised every 60 seconds thereafter until they are routed to an agent.

Option 3: Customers will be routed to a voicemail box with detailed instructions of the required information and advised that their message will be processed within 1 business day (i.e. within 24 hours they will be contacted or a request will be created and they will receive automated notification). Once the customer leaves their message, they may simply hang up.

Option 4: Customers will be routed to an instructional message that will provide assistance on how to submit a request via the Service Desk Web Interface. They will have the opportunity to repeat the instructions as often as they like or select another option from the main menu.

Option 5: Customers will be routed to an instructional message that will provide assistance on how to submit a request via email. They will have the opportunity to repeat the instructions as often as they like or select another option from the main menu.

Option 6: Customers will be routed to a technician who will confirm they have an existing request and have been asked to contact the analyst assigned at the Service Desk.

- i. If this information is confirmed they will be routed to the appropriate analyst if available or advised that the analyst will contact them immediately upon completing their current call.
- ii. If this information is not confirmed they will be advised of the guidelines of this option (6) and routed back to the main menu to select a different option.

Option 7: Not used.

Option 8: Customer will be routed to the beginning of the main menu and the options will be repeated.

7. REPORTING:

Performance measures will be established and reports will be developed to monitor adherence to these procedures. Training will be provided as deficiencies are identified.

6. EFFECTIVE DATE:

This SOP is effective 6 March 2006.

Lenwood Dobson
Chief, Information Technology