Defense Travel Management Office

Travel Assistance Center Overview

Connect 2011 Seminar

April 2011

For Official Use Only

Overview of Services

- Provides 24/7 assistance to the travel community before, during, and after official travel
  - Supplements local help desks
  - Assists DTAs and other local support
  - Supports the Commercial Travel Offices (CTOs)
  - Supports partner systems
  - Assists with answering DoD policy questions
  - Addresses Government Travel Charge Card issues
  - Identifies system issues

Overview of Services (continued)

- The TAC *is unable to*:
  - Make travel reservations
  - Resolve issues directly affecting financial partner systems
  - Interpret or override service/agency business rules
  - Interpret or override local business rules
  - Perform DTA duties

TAC Operations

Finance Team

Generalist Team

Commercial Travel Office Team

Recruit Assist Team

Self Support Team

Technical Team

- Supported by six teams of trained analysts with a working knowledge of travel-related topics

- Analysts are trained to ensure the most current and complete travel information is provided

TAC Generalist Team

- First point of contact

- Provides support to assist with DTS document or system error resolutions

- Researches and update submitted tickets

- Routes tickets to other TAC teams as required

- Self Service Team formed from this team to work self support tickets

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TAC Finance Team

- Addresses issues and tickets related to:
  - Centrally Billed Accounts (CBA)
  - Debt Management Monitor (DMM)
  - Accounting system rejects
  - DTS partner systems

CTO Team

- Provides support by:
  - Troubleshooting documents which may not transmit properly between DTS and CTO systems
  - Resolving Passenger Name Record (PNR) errors
  - Verifying approvals in the PNR
  - Confirming reservation status

- Has access to DTS and three major Global Distribution Systems (GDS)
  - Sabre
  - Apollo
  - Worldspan

- Provides "on-call" support for overnight and weekend shifts

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Technical Team

- Addresses issues and tickets that are related to DTS
  - Login issues
  - Outages
  - Performance
  - Functionality

- Reviews and escalates potential system problems

- Verifies system performance daily and provides report to DTMO

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Recruit Assist Team

- Provides 24/7 support for recruits traveling from Military Entrance Processing Stations (MEPS) or their hometowns to their initial training centers

- Recruits are directed to contact the TAC if delayed more than one hour

- When necessary, team coordinates:
  - Bus transportation
  - Lodging
  - Meals

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Contacting the TAC

- Dial: 1-888-Help1Go

  - Overseas: Use DSN to dial direct

- Submit tickets online through TraX:

  - Travelers must register through DTMO's web portal, at: **www.defensetravel.dod.mil/Passport**

- Available 24 hours a day, 7 days a week (including federal holidays)

Travel Assistance Center

24 hours a day, 7 days a week

1-888-Help1Go
DSN: 312-564-3950
www.defensetravel.dod.mil/Passport

Contact your local help desk for local business rules.

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How Can You Get the Answer Faster?

- Include as many details as possible
  - Select specific subject that reflects the nature of the issue; allows TraX to direct ticket to the right team
  - Include traveler details in the specific fields vice placing it in the description
  - Complete all pertinent fields
  - Provide screenshots of error
  - Use correct field to tell analysts:
    - When the error occurred
    - Where the error occurred
    - What the error said

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TraX – Submitting Help Tickets

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Submitting Help Tickets (continued)

Submitting Tickets Through TraX

Outreach Calls

- Designed to inform and educate travel community about travel-related issues
- New topics presented each week that are based on most common questions
  - Open calls offered before and after a DTS release
- Interactive sessions
  - Briefs
  - Live demonstrations
  - Open forum at conclusion to discuss any issue, including items not covered in call
- Held second and fourth Tuesday of the month at 8:00 a.m. and 1:00 p.m. ET (lasts approximately one hour)
  - See announcement section in TraX for participation instructions and slides

We've Come A Long Way

July 2007	March 2011
• 20 team members – 2 government personnel, 2 managers, 4 leads, 2 support personnel, and 10 analysts	• 52 team members – 6 government personnel, 2 managers, 4 leads, 3 support personnel, and 37 analysts
• 25% of Tier 3 tickets • 364 tickets • 145 "Web Feedbacks"	• Monthly high water mark – Calls: over 42,000 (June 2010) – Tickets: over 24,000
• Focused only on DTS	• Expanded beyond DTS; answering questions on entire DoD Travel Enterprise including Recruit Assist
• Biggest challenges: – Preparing for next phase – "7601" calls – Navy Customers – Agency Customers	• Biggest challenge: – Developing new ways to handle increasing call volume

Goal:
- **Continue expanding TAC services to meet the needs of the DoD Traveler**

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Resources

DTMO Website

- Access eLearning, instructor resources, and reference materials through Training Resource Lookup Tool
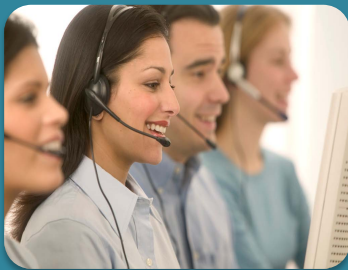
   www.defensetravel.dod.mil

Travel Explorer (TraX)

- Access self-help resources such as, FAQs, user guides, and computer-based training aides through the Knowledge Center and Training sections
- Distance Learning: TAC & TraX Overview
- Submit help desk tickets online

   www.defensetravel.dod.mil/Passport

Travel Assistance Center (TAC)

- 1-888-Help1-Go (1-888-435-7146)
- Overseas: Use DSN to dial directly
- 24 hours a day/7 days a week
- Submit a Help Ticket through the Tickets section of TraX