

7415 – Enterprise & Desktop Voice Services - Best Practice Recommendations:

Guidelines for normal operations:

Purpose:

It is our intent to start establishing goals for measuring our effectiveness in servicing the business and citizen needs of the Commonwealth. Our desire is to establish expectations by publishing standards for service levels that all employees will be asked to strive toward. It is not expected that everyone will be able to comply with these service levels initially. However, it is expected that decisions regarding equipment and staffing must be made with these service levels in mind and steps taken to ensure future compliance. The ultimate objective is to offer improved service to our customers.

- All manually answered phones that are dedicated to customer service should be answered within three rings (i.e. customer agents, etc.), to the extent possible. All employee phones that occasionally accept customer calls should also be answered within three rings, transfer after three rings to another agent, or be answered electronically by voice mail after no more than six rings. All other employee phones should be answered whenever possible within three rings while the employee is in the office, or may be answered by voice mail.
- Electronically answered phone groups (i.e. IVR, ACD, call centers, help desks, etc.), should be monitored to ensure capacity exists so that calls are responded to 80% of the time within 15 seconds. Call wait times are to be monitored on these systems so customers do not wait, on average, over 2 minutes. The call abandoned rate should not average more than 5% of total call volume. Each agency will be allowed to establish their individual service levels using the above as the minimum acceptable level of performance.
- Traffic studies should be conducted at least annually on major trunk lines to avoid lost calls and busy signals. Studies should be conducted as needed on minor lines or when major changes occur in the environment.

Long distance (LD) use is restricted to government business (employees should use personal calling cards or personal cell phones).