

Summary Overview of the Customer Service Call Center (CSCC)

The Customer Service Call Center (CSCC) responds to policy and operational inquiries from the public, financial aid community, Department of Education staff, and Congressional staffs.

Primary Customers: Financial Aid Administrators, Guaranty Agencies, Lenders, CPAs, Lawyers, Department of Education Staff, and Congressional Staff

Services Offered:

- Respond to inquiries from customers primarily via a toll-free telephone line, facsimile, or e-mail
- Operate an interactive web site that contains all relevant OSFA technical information, communications, etc.
- Conduct outreach to the community via briefings and presentations at conferences
- Compile a database of frequently asked questions and best practices
- Manage an interactive listserv for customers

Operating Partner: N/A

CSCC Contact Name: Marcello Rojtman

CSCC Contact Phone: (202) 690-5248

Location: Washington, DC

Hours of Operation: Monday - Friday 9 am – 5 pm EST

Phone Numbers: (800) 4ED-SFAP

(800) 433-7327

(202) 690-5253

Fax: (202) 260-4199

Email: SFA_Customer_Support@ed.gov

Web site: www.ifap.ed.gov and sfa4schools.sfa.ed.gov

Call Volumes (Timeframe of Oct. 99 – May 00)

Annual Call Volume: Information not available

Average Monthly Call Volume: Information not available

Peak Month/# of Calls: February 2000/ 1,986

OFFICE	PERSONNEL	GENERAL	TOTALS
CSCC	\$2,218,763.00	\$57,610.00	\$2,276,373.00

Narrative of Incoming Telephone Correspondence

A call to the CSCC comes in through the IVR and gets routed to a Customer Service Representative (CSR). The CSR determines whether the call requires help from a subject matter expert (SME). If the CSR determines no outside help is needed, he/she will search the Lotus Notes database for a similar inquiry. If a solution is found, the CSR will provide the customer with the answer. If no solution is found, the CSR will search for the solution on the IFAP webpage. If no solution is found there, the CSR will follow the external policy questions process and research with external offices. After a solution is determined, the CSR will notify the customer of the answer. If the solution is found in the Lotus Notes database, the call does not get recorded unless specifically requested by management. Only if the solution is found elsewhere does the CSR record the call into the database for future reference. If recorded in the Lotus Notes database, the inquiry is then marked closed.

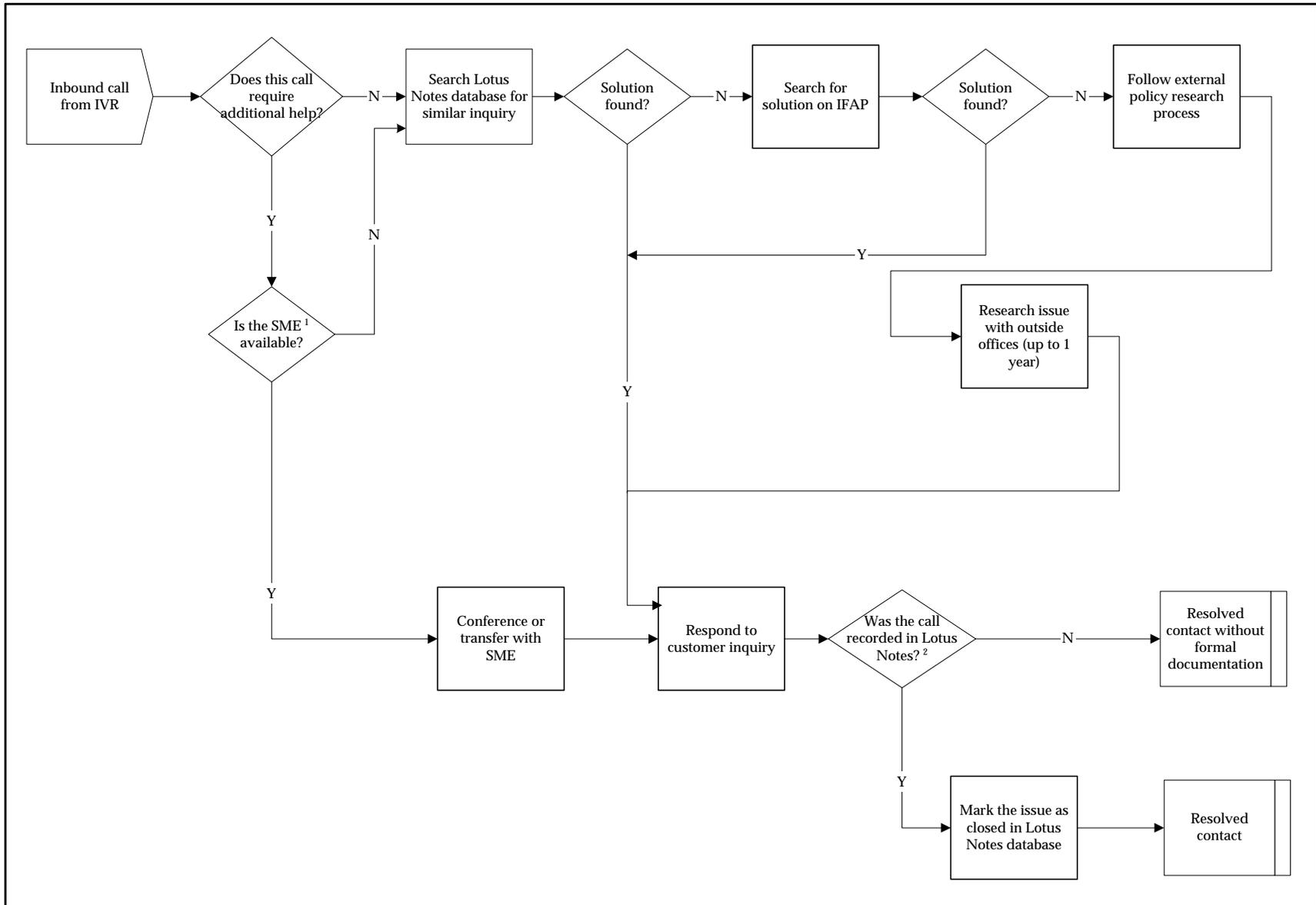
Narrative of Incoming E-Mail Correspondence

An email comes into the CSCC either through the main CSCC mailbox, through the IFAP webpage, or directly through a CSR's email. The team lead assigns the email to a CSR and records the email into a log. The CSR will then review the email and follow the same procedures as the incoming telephone correspondence.

Narrative of Incoming Fax Correspondence

A fax to the CSCC comes in on the office fax machine. The team lead assigns the fax to a CSR and records the fax into a log. The CSR will then review the fax and follow the same procedures as the incoming telephone correspondence.

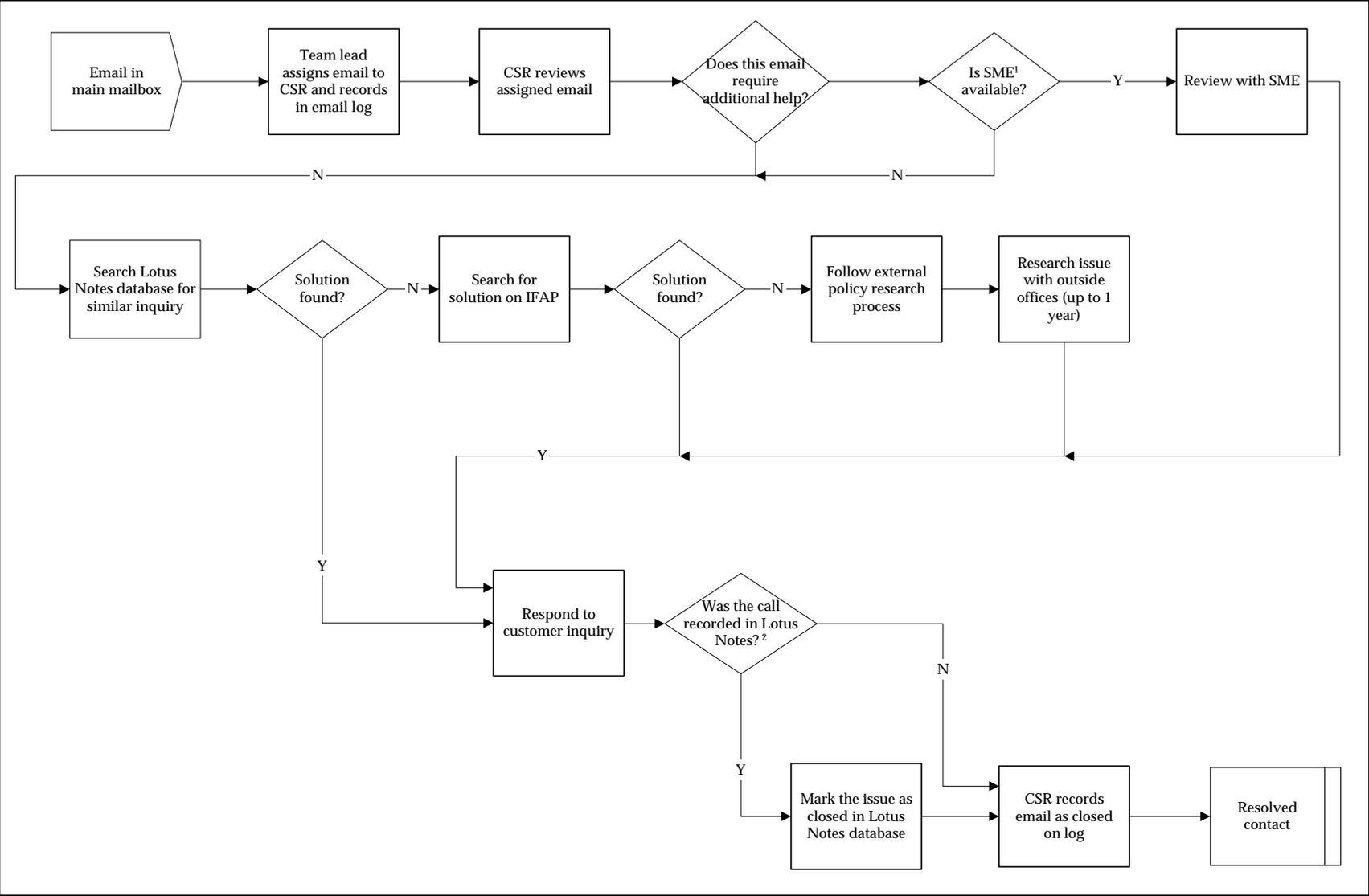
Inbound Telephone Correspondence



1. SME stands for Subject Matter Expert

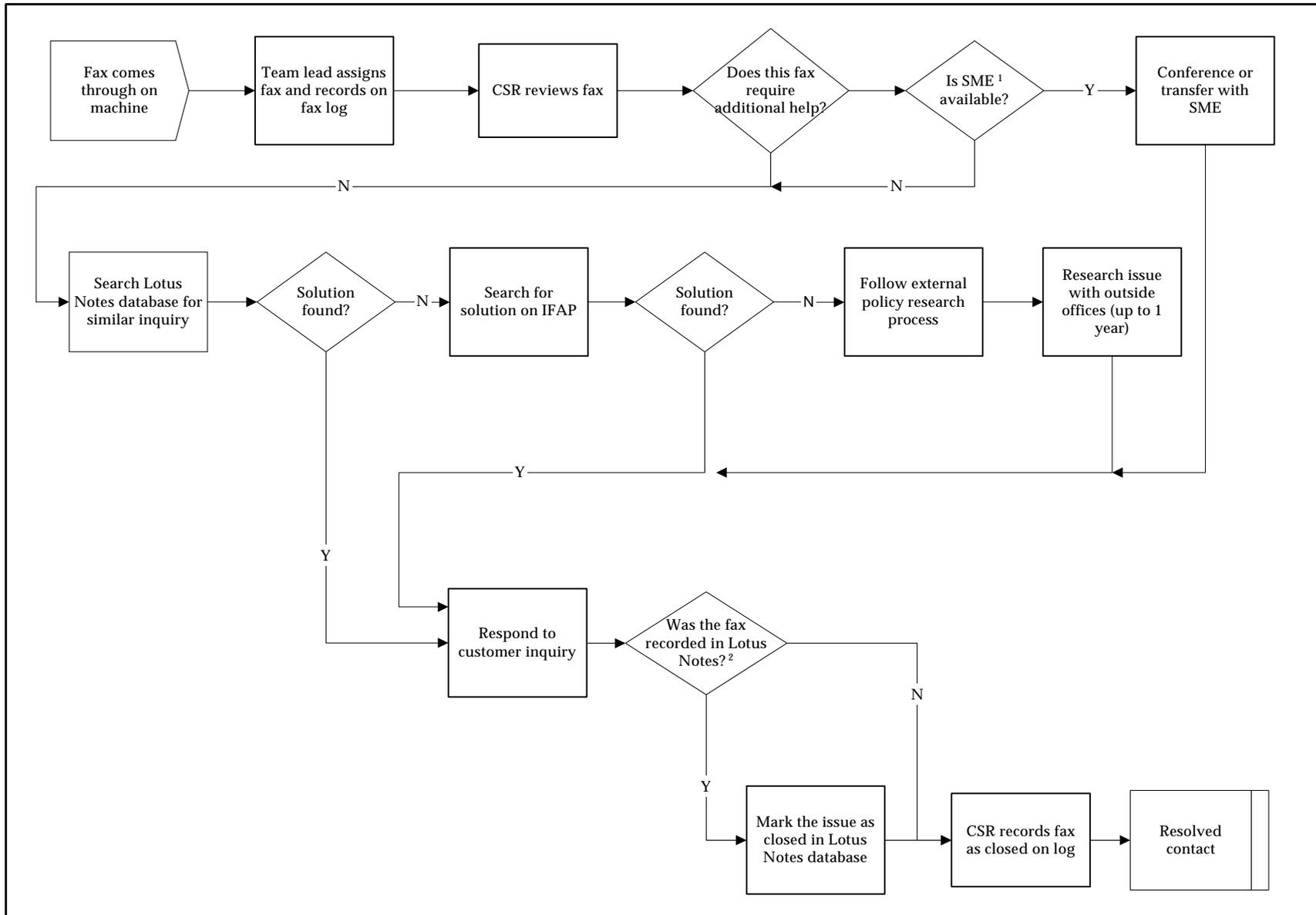
2. Calls are only recorded in Lotus Notes if the question is unique and is not found within the database.

Inbound E-mail Correspondence



1. SME stands for Subject Matter Expert
 2. Calls are only recorded in Lotus Notes if the question is unique and is not found within the database.

Inbound Fax Correspondence



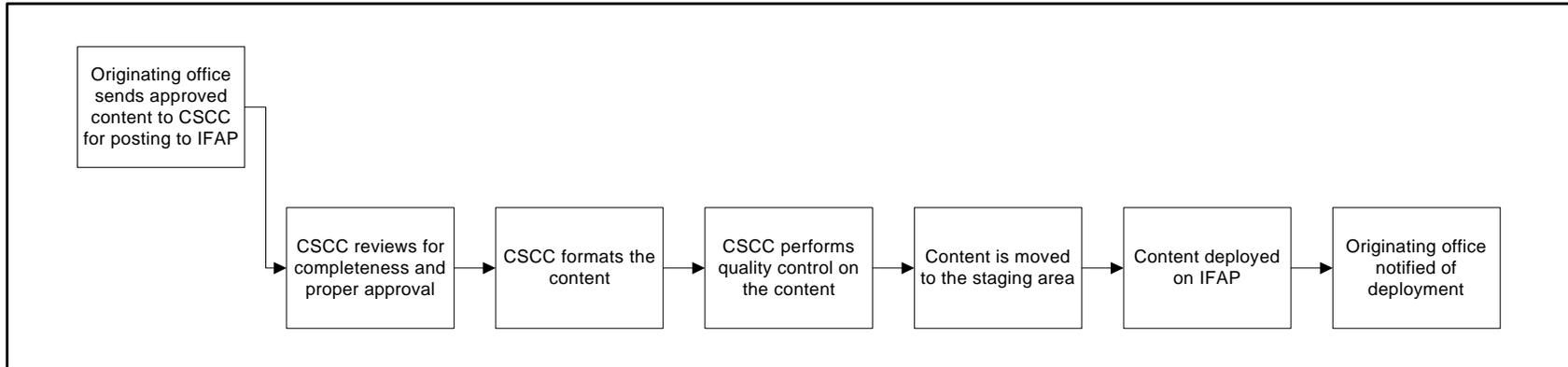
1. SME stands for Subject Matter Expert

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Narrative of Process of Posting Content on IFAP

If an SFA office wants to have content posted on the IFAP website, it sends the approved content to CSCC. The content is evaluated for completeness and additional information or approval is requested, if necessary. CSCC will format the content. Formatting includes saving a copy of the content to the CSCC shared drive, preparing the content for web posting, and entering the content into TeamSite, the CSCC document management system. After the content is formatted, CSCC performs a quality control on the content and moves it to a staging area. The content is then deployed on IFAP and the originating office is notified of the deployment.

Process of Posting Content on IFAP



Employee Information

Total Number of CSCC related employees: 27

*Includes all administrative and support employees

Total number of seats in the center: N/A

Percentage of day spent on clients other than SFA: CSCC does not track customer percentages

Customer Service Representative Segmentation: CSRs are not assigned by segment but there are some experts in certain areas.