



# **CSCC – Consistent Answers Detailed Process Flows -DRAFT-**

April 2002



# Summary and Objectives

## Deliverable Objective:

The following document depicts the detailed business process flows for the CSCC. These flows illustrate the processes and resources used to research and resolve customer inquiries. The process flows will provide a starting point for the creation and documentation of functional and application requirements for Consistent Answers Release 2.0, the Pre-Attending/Attending and FSA CSCC Desktop Solution. *The Process Flows included here will be revised and further validated by the Operating Partners and FSA prior to final delivery on May 15, 2002.*

## CSCC's Business Overview:

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. The CSCC responds to inquiries from customers primarily via a toll-free telephone line, facsimile, or e-mail. In addition, the center operates an interactive web site that contains all relevant OSFA technical information, communications, etc. The CSCC conducts outreach to the community via briefings and presentations at conferences as well.

### CSCC

#### Customer Contact Points:

(800) 4ED-SFAP

(800) 433-7327

(202) 690-5253

(202) 260-4199

SFA\_Customer\_Support@ed.gov

[www.ifap.ed.gov](http://www.ifap.ed.gov) and [sfa4schools.sfa.ed.gov](http://sfa4schools.sfa.ed.gov)

#### One Location:

Washington, D.C.

**Total CIC Seats:**

**27**

**Total CIC Related Employees:**

**27**

#### CSR system log-ins:

TeamSite

CSCC Lotus Notes Database

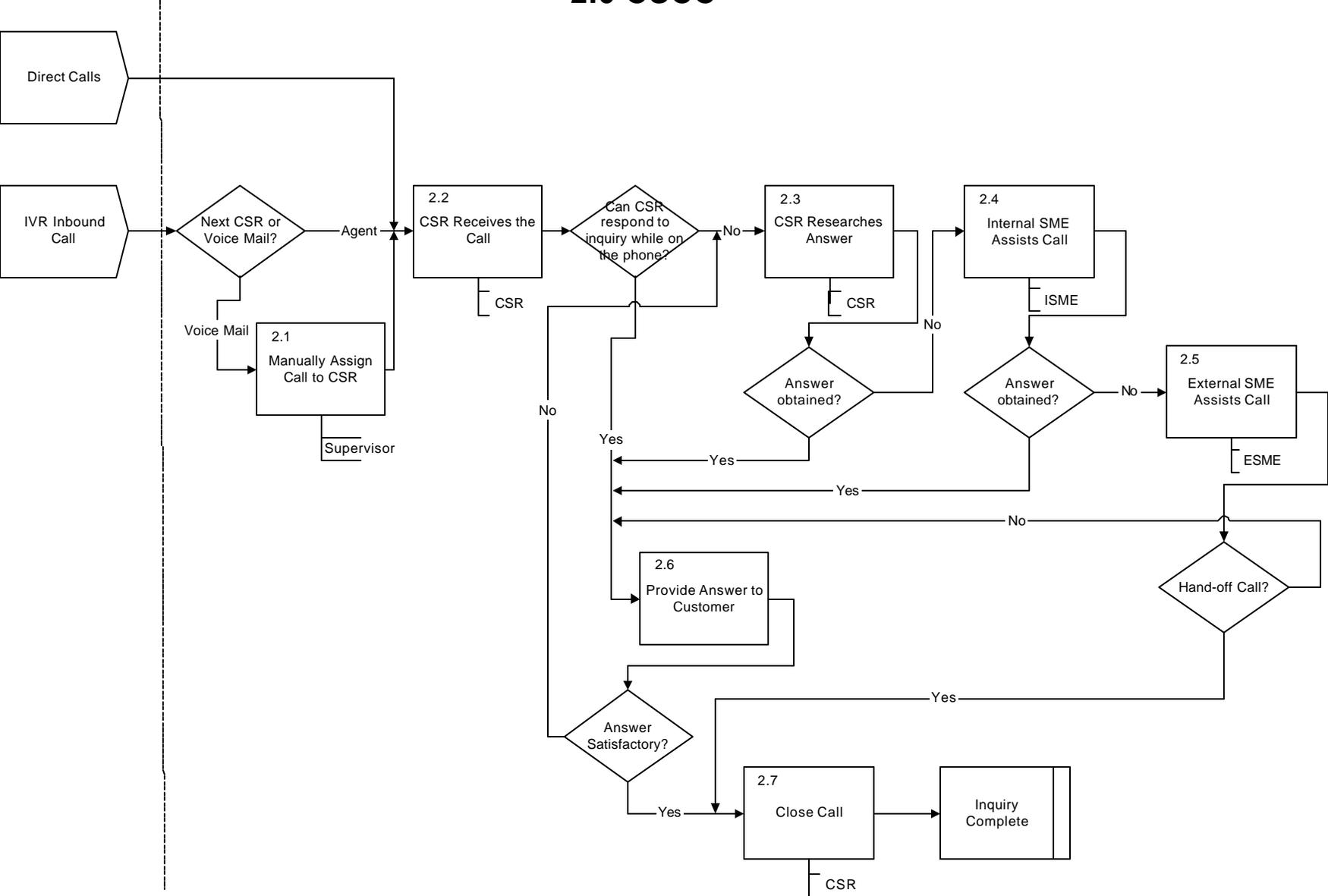
Dept. of Education Email

#### Reference Materials (Paper and Desktop):

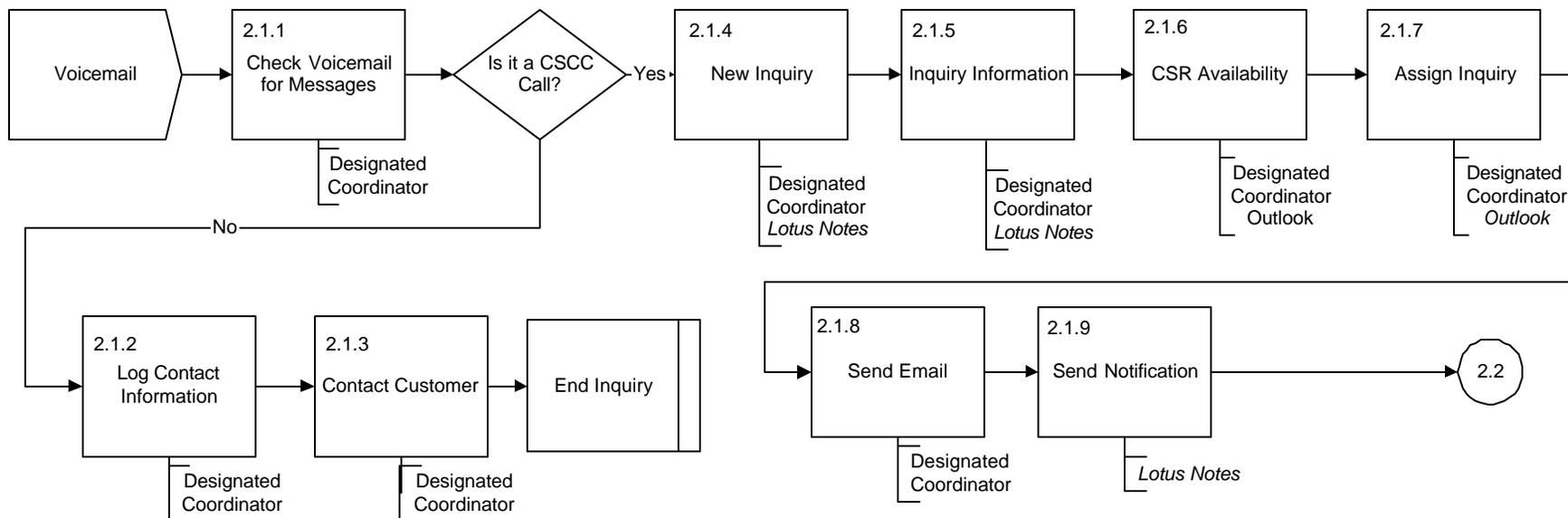
[www.ifap.ed.gov](http://www.ifap.ed.gov)

Dept. of Education Policy Manuals and Publications

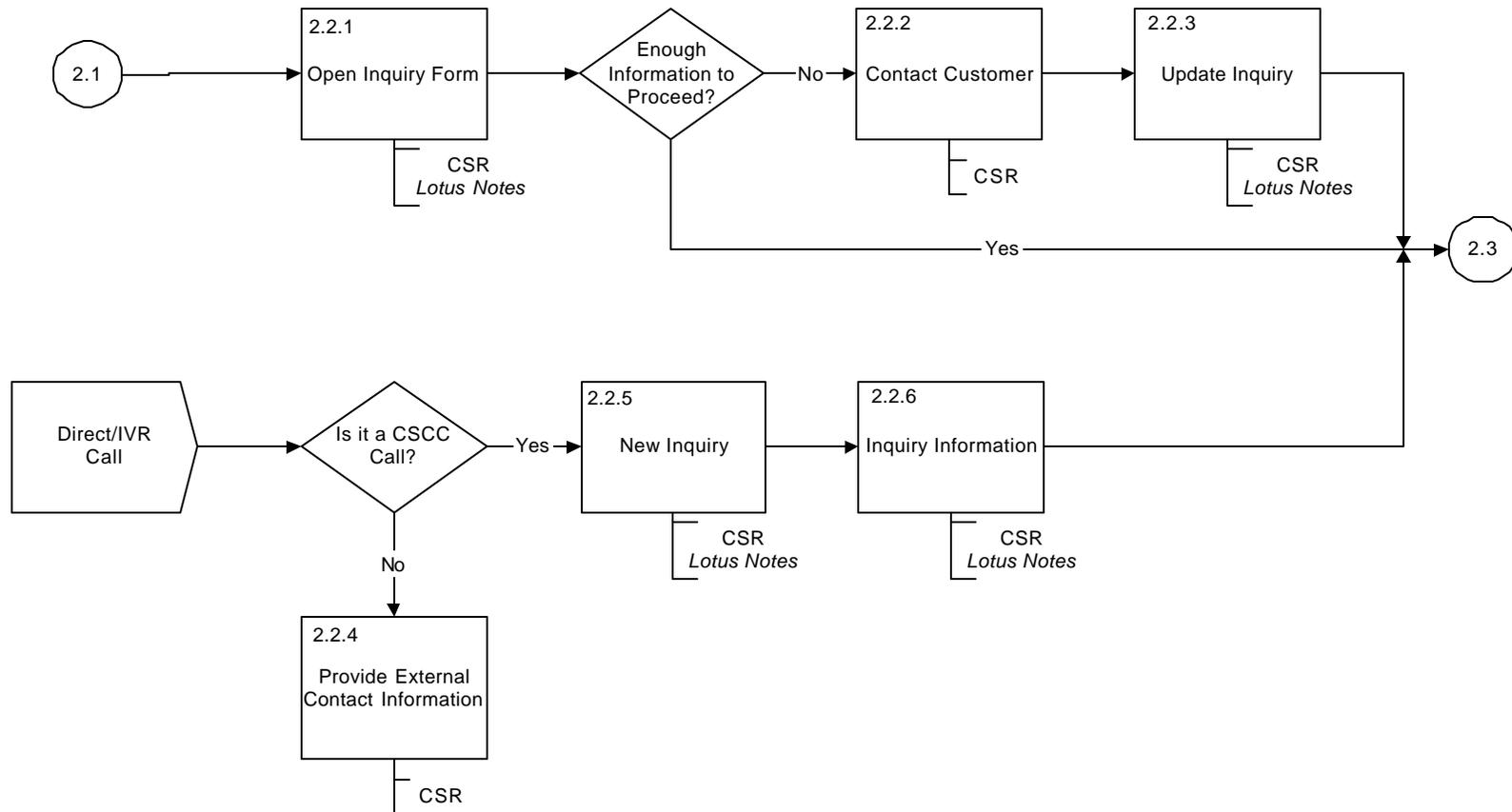
# 2.0 CSCC



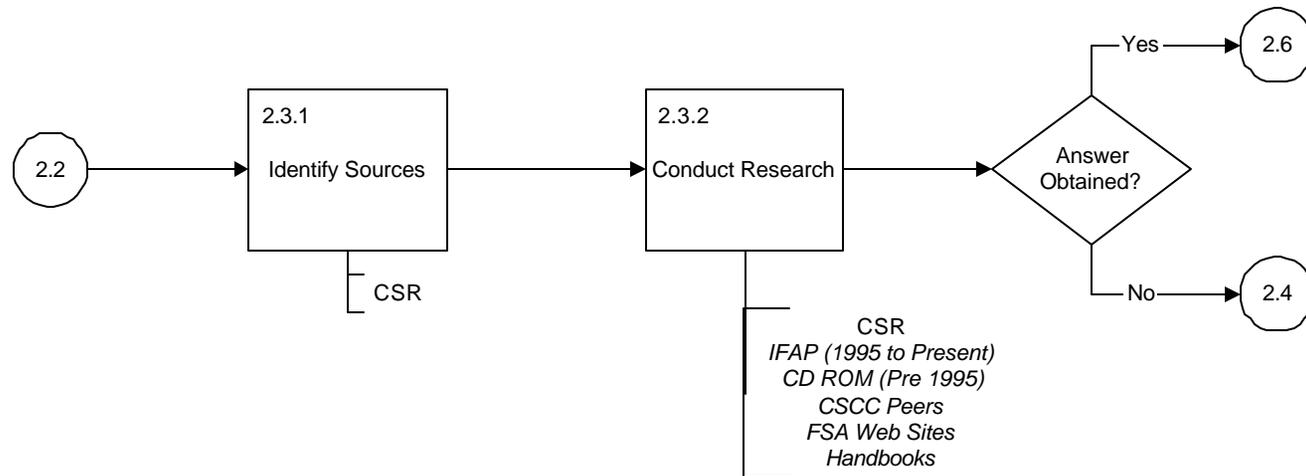
## 2.1 Manually Assign Call to CSR



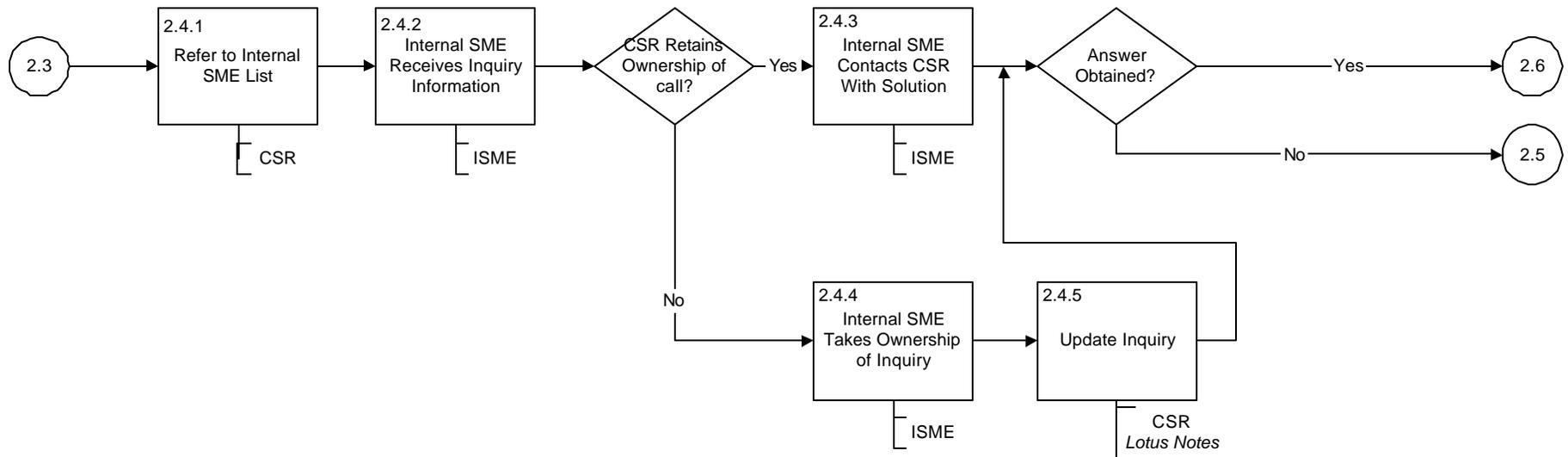
## 2.2 CSR Receives Call



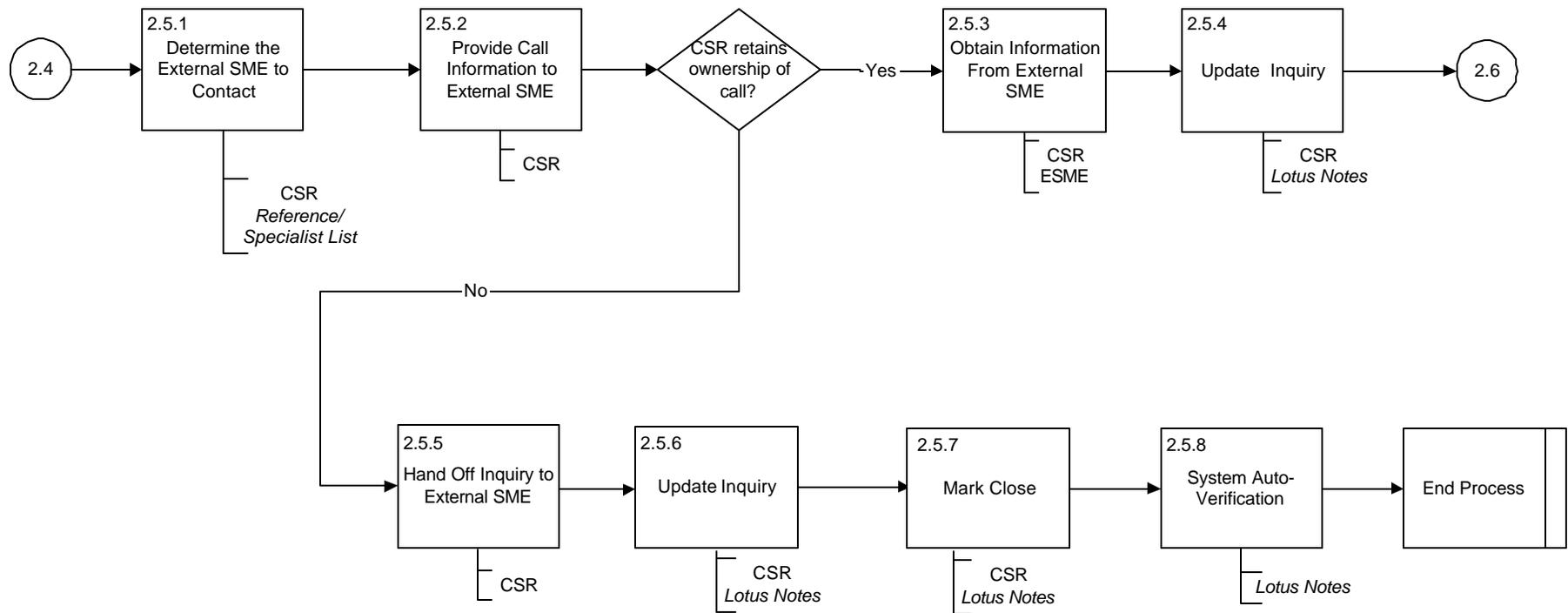
## 2.3 Research Answer



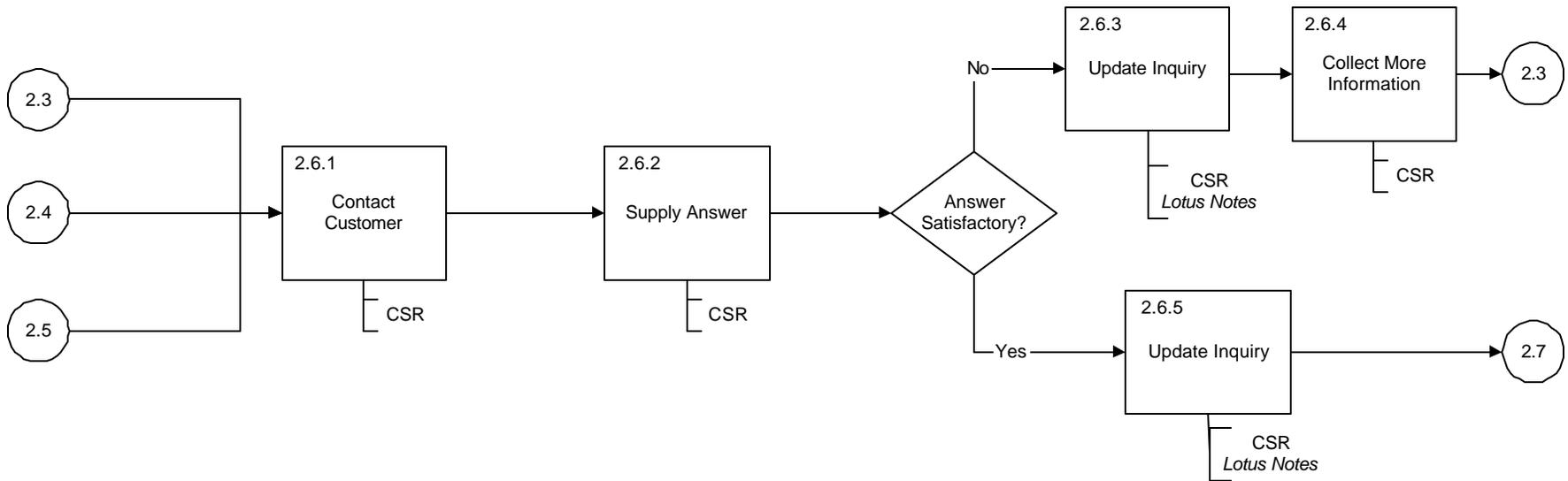
## 2.4 Internal SME Assists Call



## 2.5 External SME Assists Call



## 2.6 Provide Answer to Customer



## 2.7 Close Call

