

# Customer Service Update



# Existing Customer Service Provider

## ALTA Resources

- > Located in Brea, CA

## Contract Term

- > Initial contract from February 10, 2016-December 31, 2018
- > Two (2) Year options
- > Contract set to expire December 31, 2022

# Contract Responsibilities

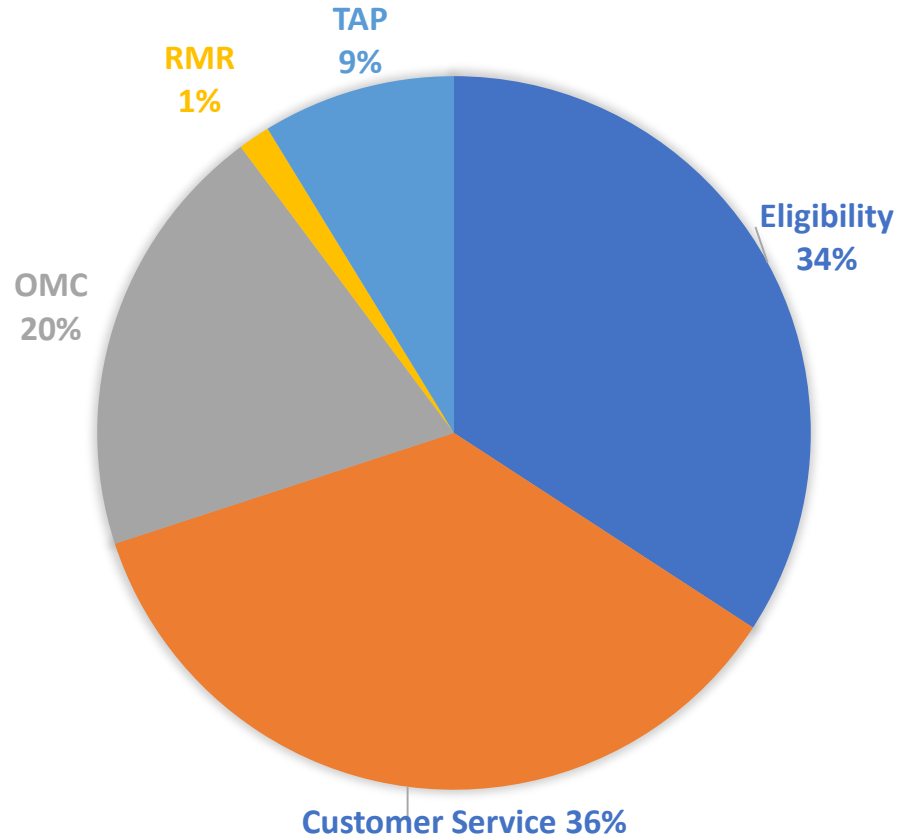
## Customer Service

- > Monday through Friday 8 a.m. to 5 p.m.
- > Eligibility Intake and Updates
- > General Inquiries
- > Reasonable Modification Requests
- > Access Card (TAP) replacements

## Operations Monitoring Center

- > 7 days a week including holidays / 24 hours
- > Immediate service needs

# Call Type Distribution - FY 21



access

# Key Performance Indicators (KPI)

## Customer Service/Operation Monitoring Center (OMC)

	Answered Calls	Calls On Hold	Abandoned Calls	Average Hold	Avg. Call Duration
Standard	---	≤ 10%	≤ 10%	≤ 180 sec	≤ 300 sec
FY 19	489,948	6.8%	3.1%	71	298
FY 20	388,151	4.3%	2.4%	46	282
FY 21	222,296	13.1%	4.6%	119	299
FY 22*	160,090	7.1%	2.8%	75	311

\* Year to date

# Contract Oversight

## Dedicated Project Administrator

- > Onsite 3X week
  - > Increased Quality Assurance
    - > 40 randomly selected calls per month
      - > All agents are reviewed in a quarterly period
      - > 30% of calls are OMC related
    - > Review of call documentation
    - > Review of monthly agent productivity reports
  - > Frequent communication with ALTA's Leadership team
  - > Frequent review of Call Center Standard Operating Procedures

# Key Scope Changes

- > Removal of Call Duration KPI
- > Separate KPI requirements by function
- > Require real time access to call center software data and reporting
- > Removal of contract incentive
- > Text to Chat functionality

# Next Steps

- > Finalize Scope of Work
- > Release of RFP end of February 2022
- > Continue monitoring performance