



June 8, 2010

Dear Campus Community:

Thank you for your many comments, questions and suggestions around the new Technology Support Center and Call Management system. We're pleased to share our progress. Please continue to provide valuable feedback; it helps us to assure that the system meets your needs. Here's a summary of the most recent topics.

Your feedback /questions	Response
You asked us to inform callers of the average wait time when an agent is not available.	We have made progress on this functionality, and hope to make it available in the near future.
How do I know that my request has been received if I don't talk to an agent?	Starting Mar. 22, requesters automatically receive e-mail notification from <a href="mailto:TSC.noreply@uww.edu">TSC.noreply@uww.edu</a> when tickets are created, thus offering assurance that the request is in process. A notification e-mail also is sent when the work ticket is closed.
The new auto-reply e-mails do not communicate the details of my project.	The e-mail notifications are only a part of the entire communication process, and were intended to alert you that the ticket was created and/or resolved. Once the Web access to the system is set up for the entire campus, you'll be able to see a greater level of detail.

### METRICS

Our new system makes possible the detailed tracking of calls, problems and service requests. Over time, these metrics will enable us to accurately analyze our service levels, and allow us to identify areas for improvement, establish service level goals, make staffing adjustments, and generally improve our response to your needs. Below are some of the key metrics we'll be tracking, and sharing with you.

STAT	MARCH
Total calls	2017
Total calls answered	1218
Total calls unanswered or voice mail	799
Average call volume per day	88
Average speed to answer	2 min, 24 sec
Percentage calls answered within 20 seconds	45%

### WHAT'S NEXT?

Starting this month, we'll begin working with liaisons from colleges and administrative units to establish a seamless process to handle your problem and service requests using the new system.

The next step will be to introduce the Web-based reporting and service request submission process. This is intended as a supplement, not as a replacement, for existing communication channels (telephone and e-mail). We welcome your thoughts and comments and ask you to continue to provide your feedback as we implement these new services.

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