

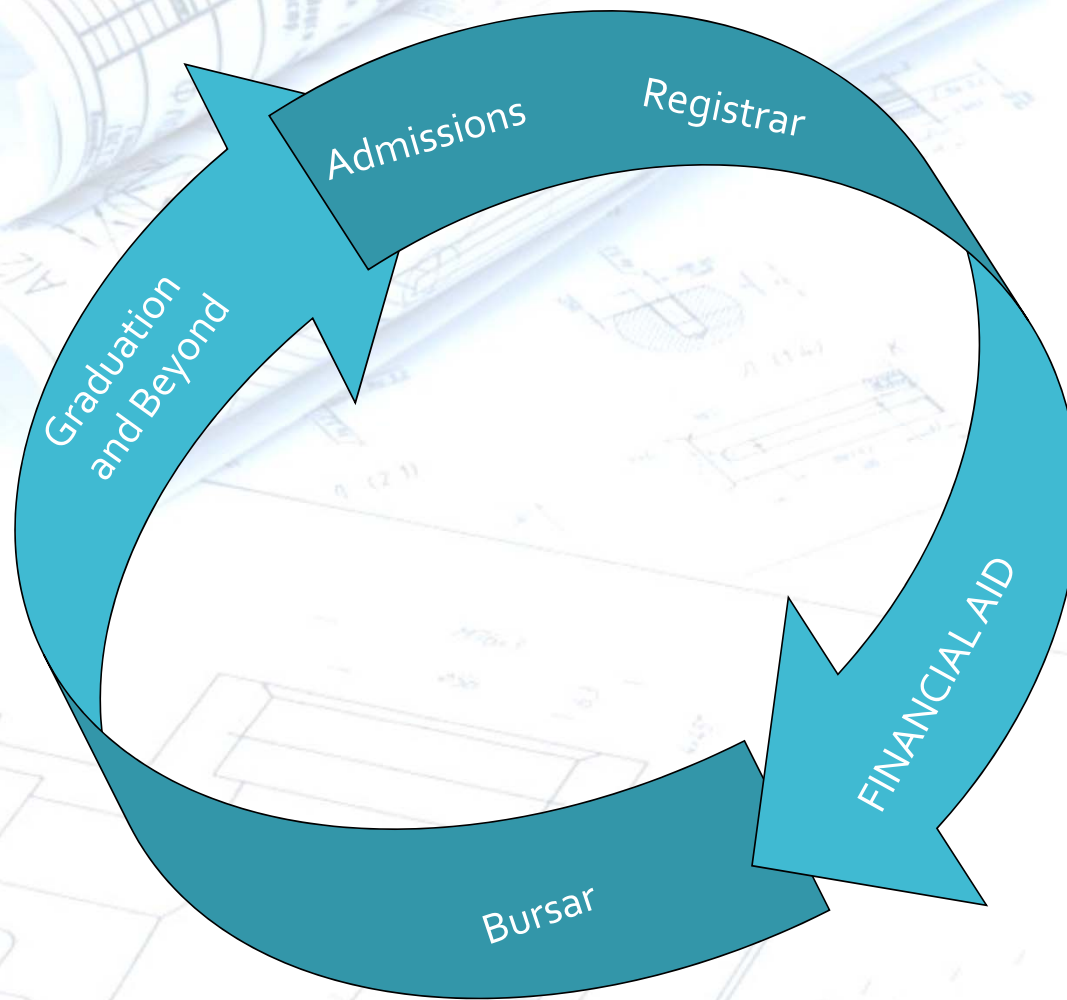


# University Call Center and Help Desk

Elpidio “Joe” Garcia

Director, University Call Center and Help Desk

# University Call Center Mission



# History

- The University Call Center (UCC) was established in 2000.
- The original UCC only handled Financial Aid, Registrar, and Bursar-related calls.



# History

- The UCC was housed in University Park Plaza (UPP), with a seating capacity of approximately 50 representatives.
- In 2011 the UCC moved to the East Campus, and now has a seating capacity of 96 representatives.

# Hours of Operation

Service Area	Hours of Operation		
	Monday – Friday	Saturday	Sunday
Main Attendant Admissions Student Services	7:00 a.m.-10:00 p.m.	8:30 a.m.- 5:00 p.m	8:30 a.m.- 5:00 p.m.
HPD Clinics	8:00 a.m.- 5:00 p.m.	8:00 a.m.- 2:00 p.m.	Closed
Help Desk	7:00 a.m.-10:00 p.m.	8:30 a.m.- 5:00 p.m	8:30 a.m.- 5:00 p.m.



# Contact Information

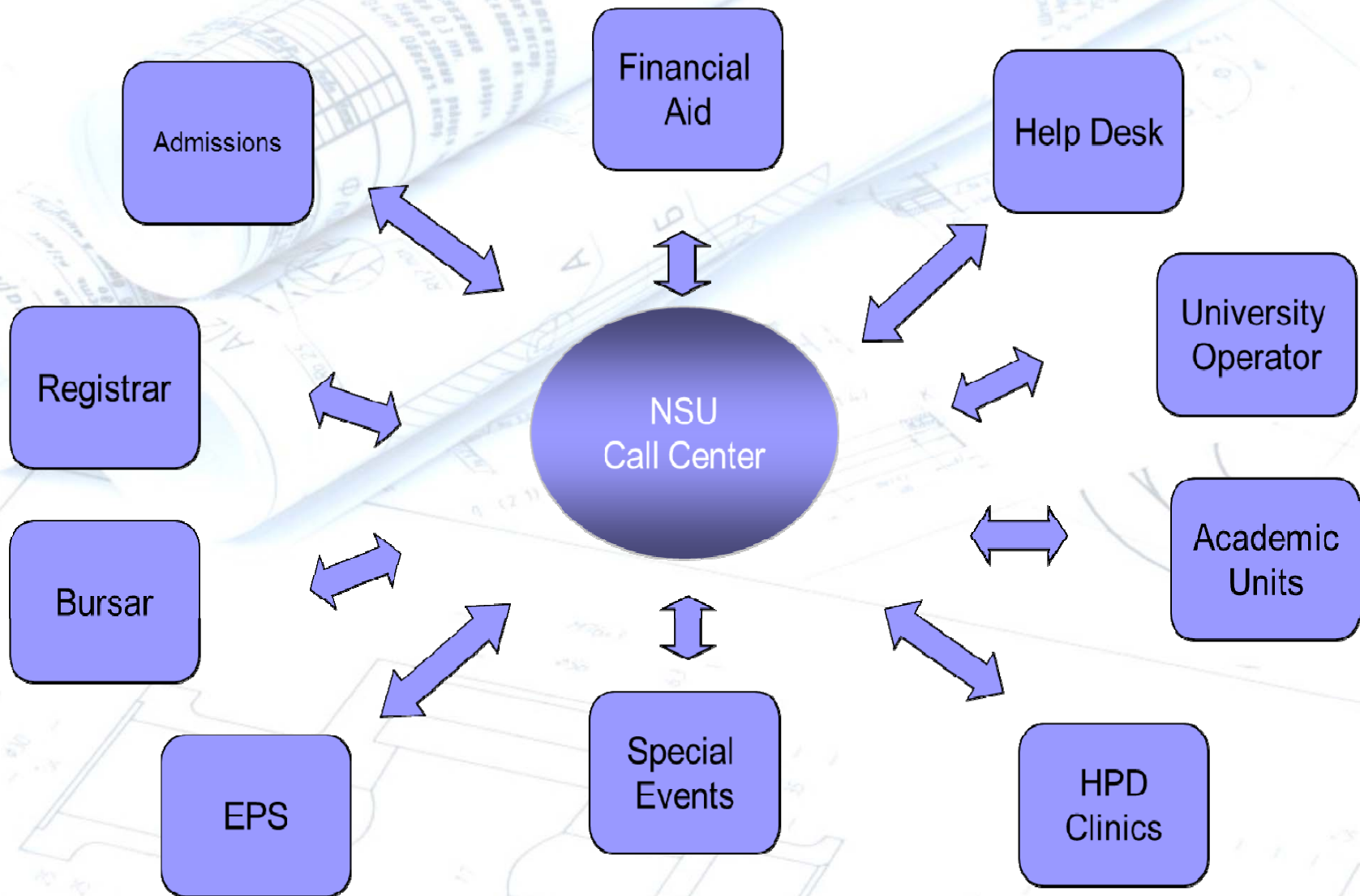
Contact	Phone Number	Internal Extension
University Operator	(954) 262-7300 or 800-541-6682	27300
Registrar	(954) 262-7200 or 800-541-6682, ext. 27200	27200
HPD Admissions	(954) 262-1101 or 800-541-6682, ext. 21101	21101
Financial Aid	(954) 262-3380 or 800-806-3680	23380
Bursar	(954) 262-5200 or 800-541-6682, ext. 25200	25200
Student Health Insurance	(954) 262-4600 or 844-990-1800	24600
Help Desk	(954) 262-HELP (4357) or 800-541-6682, ext. 24357	24357



# Contact Information

Contact	Phone Number	Internal Extension
Medical Clinic	(954) 262-4100 or 800-541-6682, ext. 24100	24100
Dental Clinic	(954) 262-7500 or 800-541-6682, ext. 27500	27500
Optometry Clinic	(954) 262-4200 or 800-541-6682, ext 24200	24200
Psychological Services Center	(954) 262-5730 or 800-541-6682, ext. 27200	25730
NSU CARE	(954) NSU-CARE or (954) 678-2273	N/A
Employee Health and Wellness Clinic	(954) 262-VIPS (8477) or 800-541-6682, ext. 28477	28477







# Inbound Calls to the UCC

## Admissions Calls

- Graduate and Professional Programs
  - Abraham S. Fischler College of Education
  - Health Professions Division Admissions
  - College of Nursing
  - College of Engineering and Computing

# Inbound Calls to the UCC

## Student Service Calls

- Undergraduate, Graduate, and Professional Students
  - University Operator
  - Bursar's Office
    - Student Health Insurance
  - Registrar's Office
  - Financial Aid Office

# Inbound Calls to the UCC

## Health Care Clinic Calls

- **Medical, Including HPD Health Care Center VIPs (Employee Health and Wellness)**
  - Schedule appointments
  - Take messages
  - Contact physicians
  - Provide general clinical information
  - Transfer to specific clinical staff

# Inbound Calls to the UCC

## Health Care Clinic Calls (cont'd.)

- **Dental**

- Provide general information
- Take initial contact information to be added to Davie Dental wait list
- Confirm date and time of appointments
- Transfer to specific clinical staff

- **Optometry**

- Schedule appointments
- Provide general information
- Transfer to specific clinical staff



# Inbound Calls to the UCC

## Health Care Clinic Calls (cont'd.)

- **Psychological Services Center**

- Provide general information
- Take initial intake information
- Transfer established patients
- Provide date/time of scheduled appointments

- **NSU Care**

- Handle calls for disciplines handled by Call Center
- Transfer and provide extension for any HPD disciplines not handled by Call Center





# Inbound Calls to the UCC

## Help Desk Calls

- Students
  - SharkPass
  - Online Course
  - General Technology



# Email Correspondence

- Financial Aid
- Bursar
- Registrar
- NSU Info
- HPD Info
- Help Desk

# Outbound Calls from the UCC

- University-wide Community Events
- Follow-up Financial Aid Calls
- Dedicated Calling Campaigns



# Managing UCC Resources

## Workforce Management

- Forecast of daily call volume based on historical data
- Centralized workforce scheduling
  - Daily schedules
  - Forecast number of representatives required
- Triage(s) activation during peak intervals



# Managing UCC Resources

## Workforce Management

- Reporting of calls on a daily, weekly, and monthly basis
  - Volume
  - Call types
- Creation of scorecards:
  - Representatives
  - Operational
  - Executive
- Point of contact for telecommunication-related issues



# Managing UCC Resources

## Training

- New Representatives
  - Classroom
  - Immersive, side-by-side
    - ESS Training and Development
    - Supervisors and Leads





# Managing UCC Resources

## Training

- Targeted, based on specific needs
  - Trends found through quality
  - Updates/New processes
  - Monthly In-service sessions
  - Refresher trainings
- Customer Service and quality assurance
  - Quality Process
  - Soft Skills



# UCC Metrics

- Productivity

- Calculated based on phone report metrics
  - Time Logged In
  - Auxiliary Codes
- Production is based on the team average
- A representative is considered to be productive if they are contributing to the overall goal of the organization
  - Time spent with callers, number of calls handled, and after call work does not negatively impact productivity – **Quality is priority!**



# UCC Metrics

- Quality

- All calls recorded
- 1-3% of all calls are monitored
- Calls are scored and feedback is provided by Customer Service Team Leads

# Technology

## Call Management System (CMS)

- State-of-the-Art Call Management System-Tracking
  - Call Management System (CMS) tracks performance statistics for all UCC representatives



# Technology

## NICE

- Call Recording software
  - Voice and Screen Capture
  - Automated Call Evaluation

# Incoming Call Volume

Month	2015	2016
January	64,244	52,311
February	46,956	42,214
March	56,786	46,778
April	54,985	45,679
May	55,262	49,676
June	50,601	42,577
July	54,949	44,370
August	73,538	59,553
September	47,709	39,574
October	47,225	35,192
November	37,684	34,050
December	38,222	33,076
<b>Total</b>	<b>627,122</b>	<b>525,050</b>





# Call Center Features and Benefits

- All calls are recorded
- Quality Control Process
- Forecasting
- Holistic Approach
- Experienced Customer Service Representatives
- Bilingual Assistance







“Structure is the mother of  
success”

# Contact Information

*Joe Garcia*

Director

University Call Center and Help Desk

Ext. 23567

Email: [elpidio@nova.edu](mailto:elpidio@nova.edu)

