

**SDE Service Desk
EXECUTIVE SUMMARY**

- **Launched:** May 1, 2012
- **Purpose:**
 - To better communicate with educators, parents, school administrators, and citizens
 - To reduce caller wait times
 - To address all customer needs in a timely manner
 - To address call volume

- **Website banner:**



The banner features a blue gradient background. On the left, the text reads: "Got a Question?" in large white and blue font. Below it, in smaller white text: "Need help with information about your school? Contact our SDE Service Desk for fast, friendly and efficient answers. Call 405-521-3301 or 405-521-3333. Or email at sdeservicedesk@sde.ok.gov". At the bottom, a white box contains the text "FOR PARENTS, EDUCATORS, SCHOOL ADMINISTRATORS AND CITIZENS".



- **Phone numbers transferred to the SDE Service Desk:**
 - 405-521-3301
 - 405-521-3333
- **Functions:**
 - Answer all calls to the agency with a person on the other end of the line
 - Transfer calls as necessary
 - Pre-emptive problem solving before transferring to SDE Staff
 - Creation of new cases based on answers given by SDE Staff
 - Creation of cases for SDE Staff to solve when an answer is not present in the FAQ database
 - assure that customer is contacted within 24-48 hours by SDE Staff
 - close all cases with a satisfied customer
 - Assist in website navigation for the public
 - Voicemail with a zero opt-out feature will allow the SDE Service Desk to answer calls that would have otherwise gone straight to voicemail
 - Maintain a current database of information:
 - Current events
 - Rules
 - Information
 - Programs
 - Maintain a current staff listing—location, phone, email
 - Answer all inquiries from the website “Contact Us” box
 - Answer all inquiries to the service desk email: SDEservicedesk@sde.ok.gov