

SDE Service Desk

Website Banner

Got a Question?

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**

FOR PARENTS, EDUCATORS, SCHOOL ADMINISTRATORS AND CITIZENS



CALL VOLUME

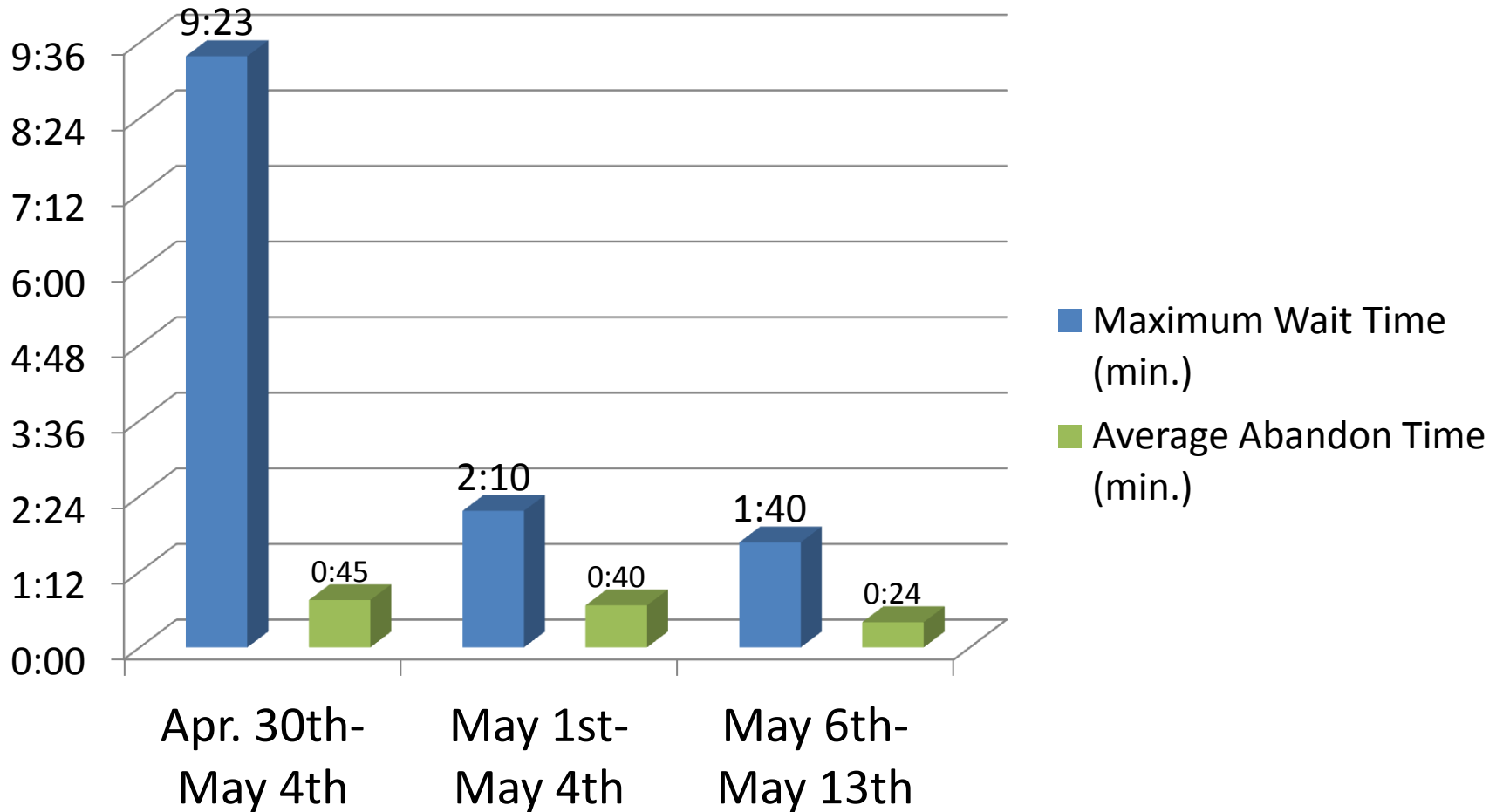
- **1,000-1,500** calls per week on SDE Main number
- Additional **1,000-1,500** calls per week on Teacher Certification's main number
- Up to **3,000** calls per week on two busiest phone numbers
- Approximately **10,000** calls per month on average

SDE Service Desk

- **Purpose:**

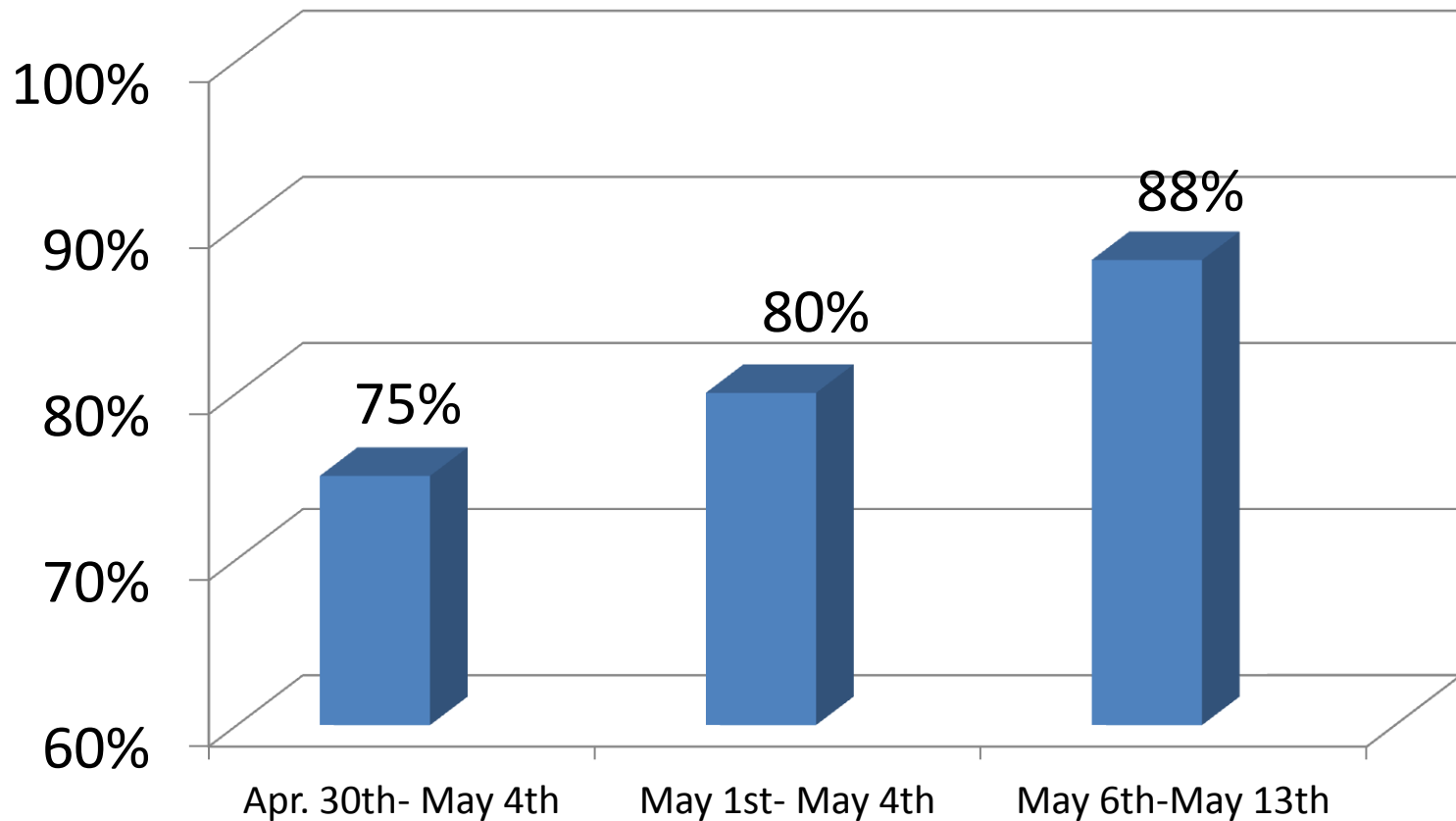
- To better communicate with educators, parents, school administrators, and citizens
- To reduce caller wait times
- To address all customer needs in a timely manner
- To address call volume

SDE Service Desk

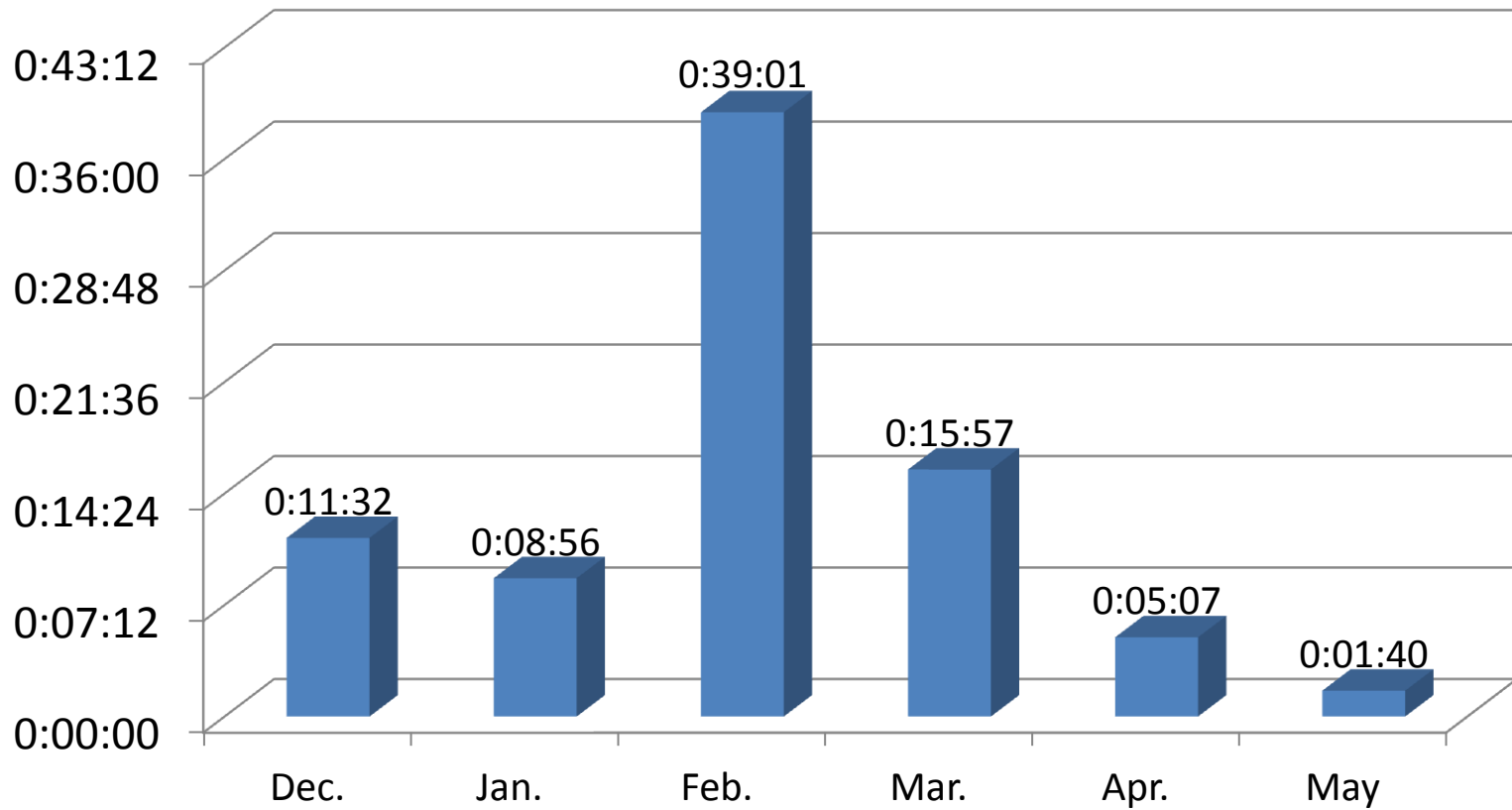


SDE Service Desk

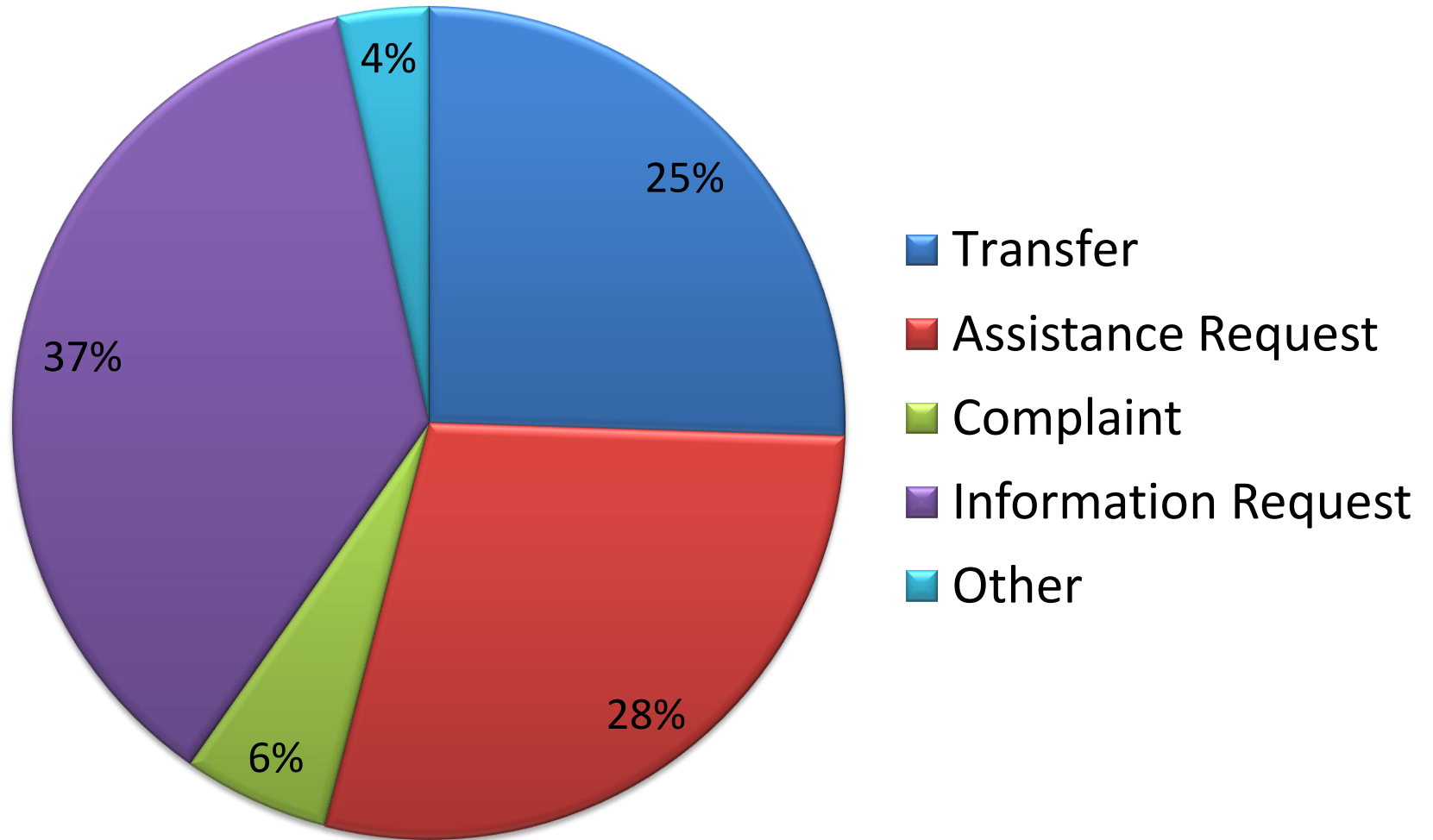
Calls Answered within 30 Seconds



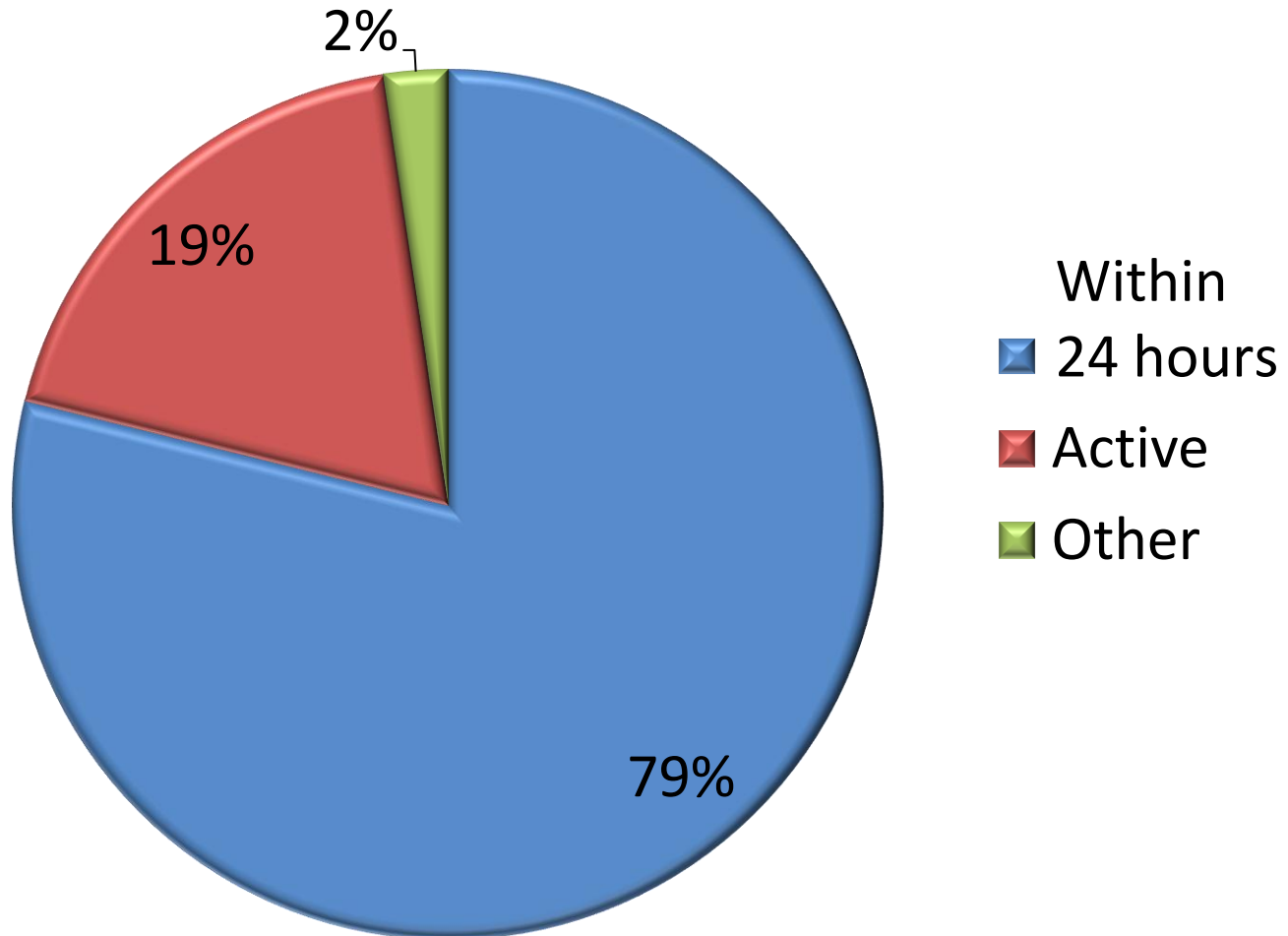
Maximum Wait Time by Month



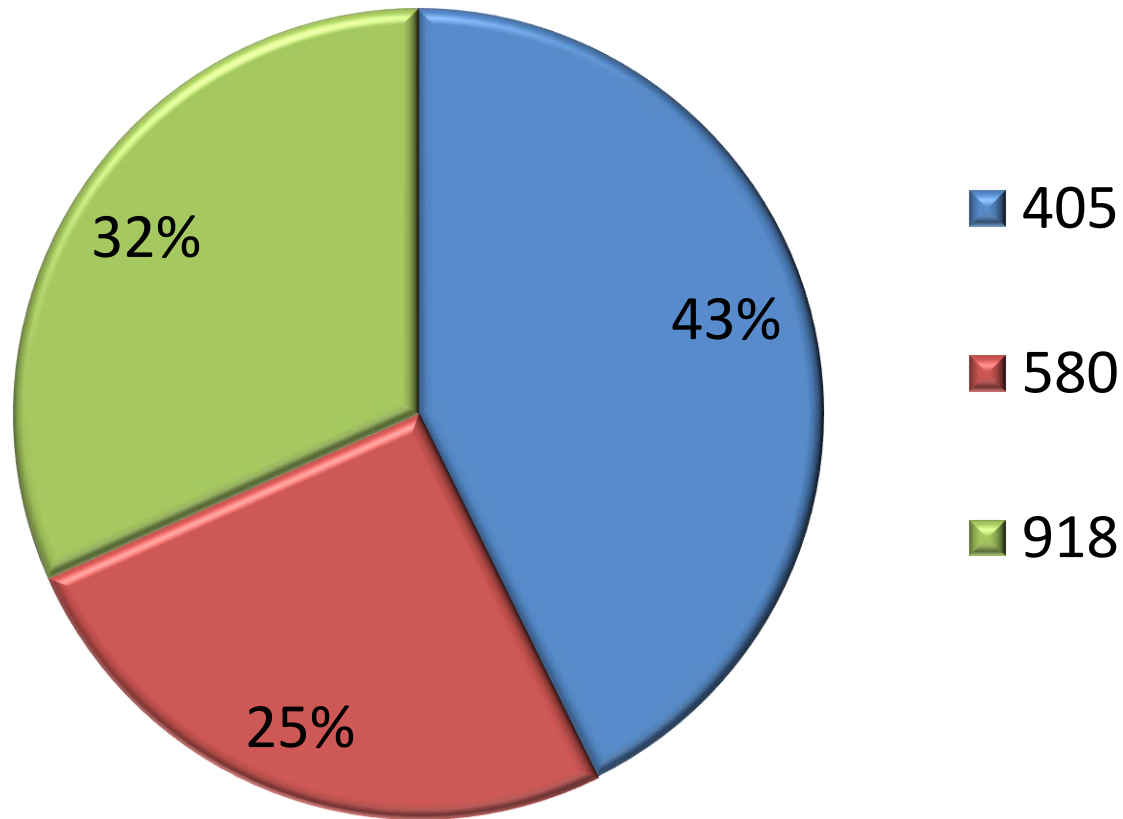
Cases By Type



Case Response Time



Calls Received per In-State Area Code



(81% of all calls received were from in-state numbers)

Teacher Certification

