

National Aeronautics and Space Administration



NASA SHARED SERVICES CENTER

NSSC Customer Contact Center Service Delivery Guide

NSSC-CC-SDG-0001
Revision: D
December 6, 2007

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Approved by

/s/ Joyce M. Short

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12/17/07

Date

Document History Log

Status (Basic/Revision/Cancelled)	Revision Date	Description of Change
Basic	01/26/2006	Initial Release
Revision B	02/17/2006	Revision
Revision C	05/25/2007	<p>New SDG Template, update flowchart to swimlane and updated call tree menu. Replaced all "ticket" with "case".</p> <p>In the Introduction changed the following:</p> <ul style="list-style-type: none"> • "Eastern Standard Time" to "Eastern Time" • "is implementing" to "implemented" • swapped items #3 and #4 • added (1-877-677-2123) to item #1 • added "and voice mail after hours service" to the "24x7 emergency and after hours" sentence. <p>Added definitions for roles.</p> <p>Changed "forwarded" to "discussed" and "Contact Center Guardian" to "Contact Center Specialist and Guardian" in Process Roles & Responsibilities Step 3.</p>
Revision D	12/6/2007	<p>Added "Handling VIP Urgent Inquiries".</p> <p>Changed Customer Contact Center to CCC after first reference. Changed NASA to NSSC in Step 1 of "Roles and Responsibilities". Changed Contact Center Representative (CCR) to Customer Support Specialist (CSS) throughout document.</p>

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NSSC Customer Contact Center Service Delivery Guide

Introduction

The NSSC’s operational success is measured by the achievement of customer satisfaction. The NSSC customer base is diverse functionally, technically, geographically, and organizationally. Customers include, but are not limited to, NASA employees, NASA functional specialists (HR, Procurement, and Financial Management), the general public (for employment inquiries), vendors, grantees, and retirees. The Customer Contact Center (CCC) is a key component of the NSSC’s strategy for providing timely, accurate, and quality customer service.

The NSSC operates a CCC to facilitate responses to customer inquiries. Customers may make inquiries to the NSSC via telephone, email, web submit, or fax. For inquiries via telephone, the NSSC provides customers a toll-free Contact Center telephone number.

This guide outlines the operations of the NSSC CCC.

The NSSC has implemented a Contact Center. Call centers only handle telephone calls. The NSSC operates a multi-channeled contact center. Customers contact the NSSC by:

1. Calling a toll-free number: 1-877-NSSC123 (1-877-677-2123).
2. E-mailing an NSSC Customer Support Specialist (CSS) at nssc-contactcenter@nasa.gov.
3. Submitting a web inquiry through the NSSC Customer Service Web at http://www.nssc.nasa.gov/customerservice/cs/inquiry_submit.htm.
4. Faxing toll-free to 1-866-829-NSSC (1-866-829-6772).

The NSSC CCC hours of operation are Monday thru Friday, 8am – 8pm Eastern Time, 7am – 7pm Central Time, 6am to 6pm Mountain Time, and 5am – 5pm Pacific Time.

The NSSC CC menu is simple. There are only two buttons pushed before receiving “live” help. Callers can opt to talk to a CSS at any time.

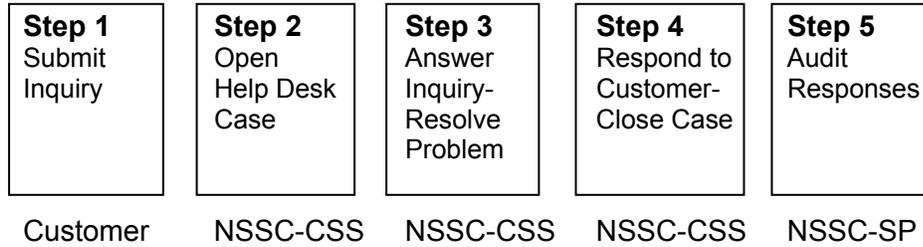
The NSSC CCC provides 24 x 7 emergency support and voice mail for non-emergent issues.

Contact Center Representatives possess knowledge of the NSSC’s services and will use knowledge-based tools to accurately respond to and resolve routine customer inquiries on the first call. The NSSC shall maintain the confidentiality of proprietary, personal, and sensitive information in accordance with NASA policy and all relevant and current laws and regulations.

Customers may access knowledge-based articles and Frequently Asked Questions generated from the NSSC’s knowledge management tools at the NSSC Customer Service Web, <http://www.nssc.nasa.gov/customerservice>.

Process – NSSC Customer Contact Center

General Inquiries



Roles & Responsibilities

NSSC CCC (Level 1) – Level 1 is the first contact for the NSSC customer. Level 1 consists of trained Customer Support Specialists (CSS). The Level 1 CSS resolves routine and predictable inquiries to the supported NSSC services. The Level 1 CSS will open a case in the Help Desk module of the Remedy database for every inquiry made to the NSSC CCC. The Remedy Help Desk module is used for documenting and tracking customer inquiries.

Level 1 also includes a Guardian. The Guardian is a point of contact for the CSS that may need assistance with an inquiry. The Guardian reviews all Remedy Cases resolved by Level 1, Level 2 and/or Level 3 for quality assurance and input to the knowledge database and/or training, if applicable then closed.

NSSC Service Provider (SP) (Level 2) – Level 2 consists of Subject Matter Experts (SMEs) in each of the Functional Areas; Financial Management, Human Resources, Procurement and NSSC IT Services. The Level 2 SME is responsible for resolving any issues that were unresolved by Level 1.

NSSC Civil Service (CS) (Level 3) - Level 3 consists of NASA Civil Service SMEs responsible for dealing with services that specifically are the responsibility of the government. For example:

- Agency Bankcard
- Agency Contracting
- SRBA
- Travel and Fleet Cards

Roles and Responsibilities	Action	Tips
Step 1 NSSC Customer Submits Inquiry	NSSC customers wishing to obtain information or assistance will forward their inquiry directly to the NSSC CCC. Inquiry: Phone call, Email, fax, web form.	Centers should direct customers to submit inquiries directly to the NSSC's Customer Contact Center (CCC).
Step 2 NSSC CSS Opens help desk case	When evaluating the inquiry, the NSSC will determine the applicable category, type and item for the inquiry or problem. Output: Inquiry/problem recorded in the NSSC's Remedy Help Desk module.	The help desk tool menus are used to select the category, type and item. The Contact Center Call Routing Diagram in this guide documents call routing by activity.
Step 3	The CSS will evaluate the inquiry or	Responses to inquiries will be

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Roles and Responsibilities	Action	Tips
<p>NSSC CSS</p> <p>Answers inquiry / resolves inquiry</p>	<p>problem to determine whether it should be referred to level 2 or level 3 for a response.</p> <p>If the issue cannot be resolved by the CSS, the case is assigned to the Level 2 SP. The NSSC Level 2 SP resolves the issue or forwards it to Level 3, NSSC CS for resolution.</p> <p>Feedback will be provided to the customer for problems that cannot be resolved in one business day.</p>	<p>complete, address all issues raised and have a positive tone that reflects the NSSC's commitment to customer service. NSSC Level 2 SP and Level 3 CS may use a knowledge management tool to research issues.</p> <p>Resolutions of new issues are documented in the Remedy Knowledge Management (RKM) database.</p> <p>NSSC will use standard response templates where appropriate to ensure consistency.</p>
<p>Step 4</p> <p>NSSC SP or NSSC CS Responds to customer/Closes case</p>	<p>Customers will be notified when their case is closed if the issue or problem is not resolved while the customer is on the phone.</p> <p>The NSSC SP or CS handling the issue shall close the case when all actions are completed.</p> <p>Output: Issue resolved.</p>	<p>Customers will be contacted by phone or email. The SP or CS person resolving the case will contact the customer prior to changing the status to "Resolved". All contacts with the customer will be documented in the case Work Log. This includes copies of all email correspondence.</p>
<p>Step 5</p> <p>NSSC SP</p> <p>Audits Responses</p>	<p>NSSC will randomly sample responses submitted by NSSC (SP) to determine appropriateness of response, accuracy, and responsiveness to the question posed.</p>	<p>The NSSC may use live call monitoring for coaching and training. Callers will be advised that their call may be monitored.</p>

Processing VIP Inquiries

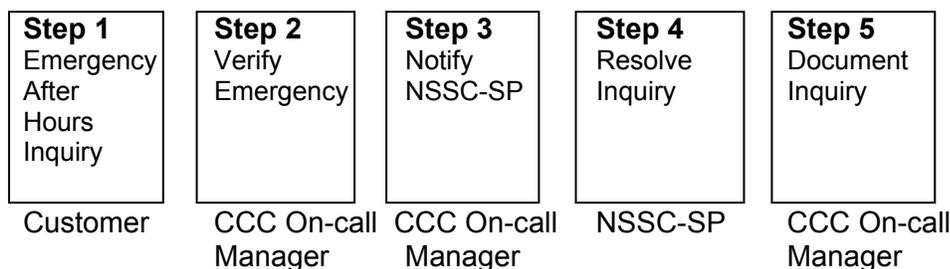
In the event a VIP contacts the NSSC CCC, the CSS will create a Remedy Help Desk case and change the Priority to Urgent.

If the NSSC CCC is able to resolve the inquiry, the case Status will be marked as “Resolved”. In the event the NSSC CCC is unable to resolve the inquiry, the case will be assigned to the appropriate NSSC Level 2 SP. The NSSC CCC will do a “warm hand-off” to someone in the NSSC Level 2 SP Group.

The NSSC Level 2 SP will resolve the inquiry and mark the case Status as “Resolved”. If for any reason the NSSC Level 2 SP is unable to resolve the inquiry, the NSSC Level 2 SP will contact the appropriate NSSC Level 3 CS personnel by telephone and assign the Remedy case to the NSSC Level 3 CS Group.

The NSSC VIP list is maintained by the NSSC CCC. Additions and changes to the NSSC VIP list are approved by the NSSC Service Delivery Manager and/or the NSSC Deputy Service Delivery Manager.

After Hours Emergency Inquiries



Roles and Responsibilities	Action	Tips
Step 1 NSSC Customer Submits emergency after-hours inquiry	NSSC Customer selects option 2 from the after hours call menu. Call is forwarded to the CCC On-call Manager. Inquiry: Phone call.	Customer should only use this option for inquiries that must be resolved before the next business day.
Step 2 CCC On-call Manager Verifies emergency and collects details	CCC On-call Manager obtains details that verify the emergency situation. CCC On-call Manager notes the customer's name, phone number and inquiry specifics. If not an emergency, CCC On-call Manager will document the inquiry in a Remedy Help Desk case the next business day.	Emergency inquiries have a business impact occurring before the next business day. Information will be passed to NSSC-SP and entered into the Remedy module the next business day.
Step 3 CCC On-call Manager Notifies NSSC-SP	CCC On-call Manager telephonically contacts designated On-call NSSC-SP. Customer and general inquiry information provided to NSSC-SP.	Customer's emergency justification is provided.
Step 4 NSSC-SP Resolve inquiry	On-call NSSC-SP contacts appropriate Level 2 SP to resolve emergency inquiry. Staff is contacted to work resolution from home or office. The Level 2 SP contacts customer on the disposition of inquiry.	Responses to customer will be complete, reflect the emergency situation, and have a positive tone that reflects NSSC's commitment to customer service.
Step 5 CCC On-call Manager and Functional SME Document inquiry in Remedy	CCC On-call Manager documents the emergency inquiry in Remedy. The case is formally assigned to Level 2 SP. Level 2 SP documents resolution steps in Remedy Help Desk case. Output: Emergency inquiry recorded in Remedy Help Desk case.	Level 2 SP handling the emergency inquiry will close the case when all actions are complete.

Metrics

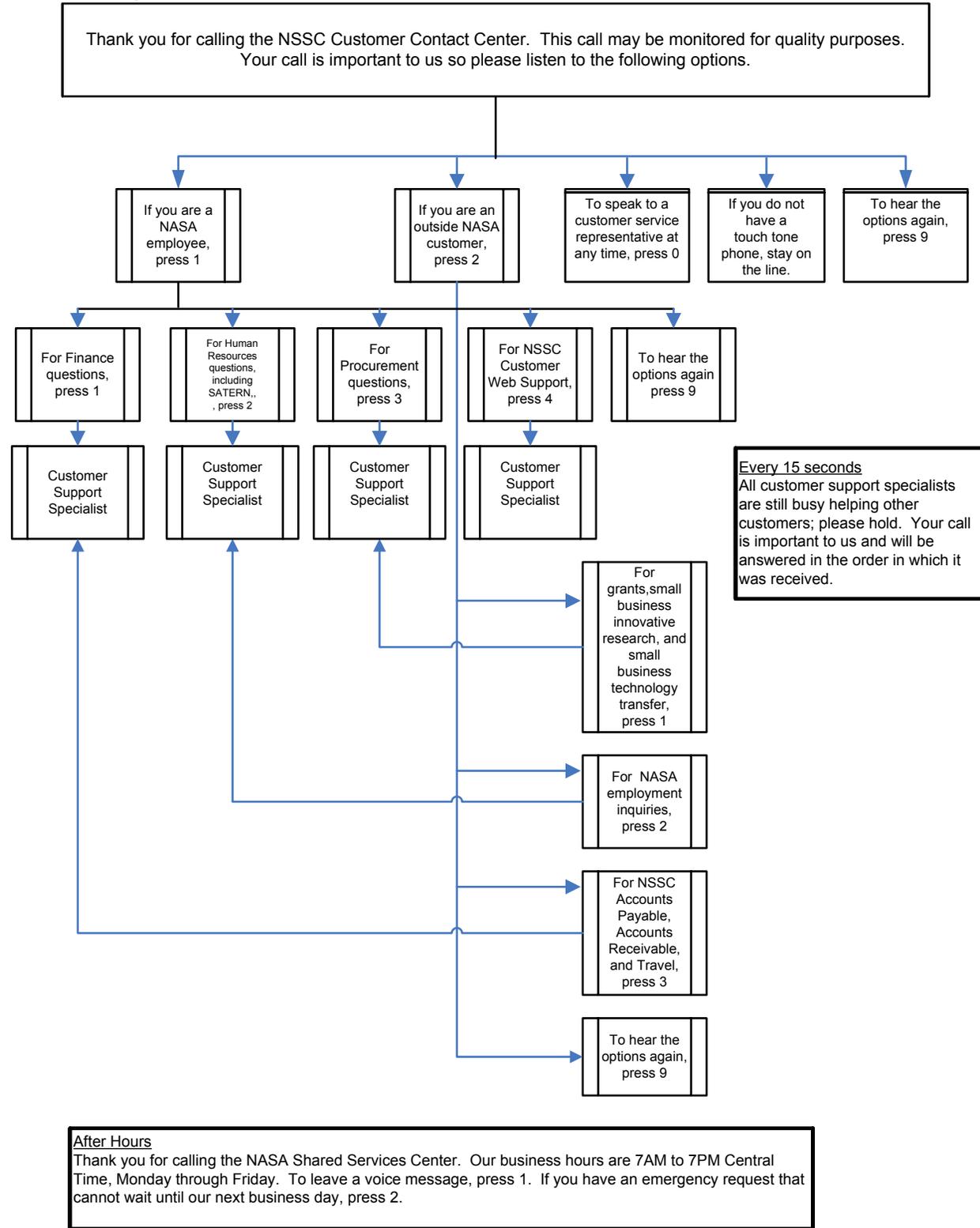
Initiating Office/Entity	Deliverable (Output)	Receiving Office/Entity	Metric
NSSC (SP)	Response	Customer	80% of calls are answered in 30 seconds during business hours.
NSSC (SP)	Resolution	Customer	85% of routine inquiries are resolved on the first call.
NSSC (SP)	Resolution	Customer	No routine customer inquiry to exceed one business day.
NSSC (SP)	Response	Customer	Abandoned calls will not exceed 5% and no call in queue to exceed three minutes.

System Components

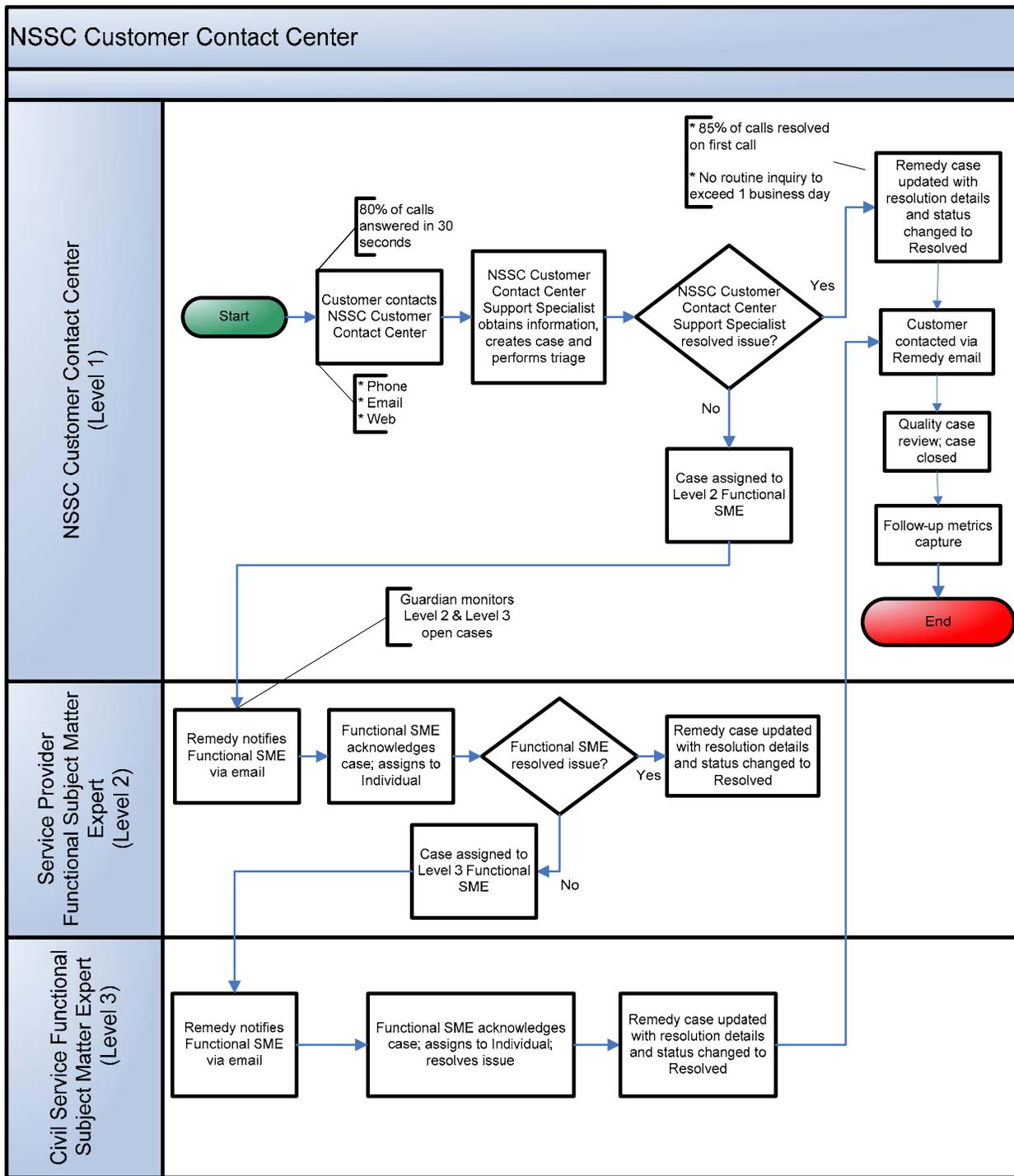
IT System Title	IT System Description	Access Requirements	IT System Interfaces
Remedy Help Desk	Remedy Help Desk provides the NSSC CSS with the ability to create help desk cases, monitor the status of problems/inquiries and manage help desk cases. Remedy Help Desk will be used to report on key customer service metrics such as first call resolution rate, time to respond to inquiries and problem resolution time.	Read/write access for CSS's and NSSC Level 2 and Level 3.	Oracle database, web server for customer web inquiry submit.

NSSC Customer Contact Center Strategy

Call Routing



NSSC Customer Contact Center Process Flow



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