



IT Service Desk Bulletin

Customer Service Center (CSC)

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Theresa Starling
CSC Manager

Effective 8 a.m. February 20, 2009
New Menu Options for CSC/CMC Callers
800-366-8768

On February 20, 2009, the CMS Customer Service Center will implement new menu options that are shorter, more concise, and easier to understand.

“Thank you for calling the Department of Central Management Services Customer Service Center.” You can shorten your call time by referring to and using these new standard options:

Option 1: *“If you’re calling for help with an application or device supported by the IT Service Desk, enter your 2-digit agency number, or press 1 for a list of agency numbers.”* [See note]

List of agency numbers:

11 - DHS	16 - DES	20 - DFPR
12 - HFS	17 - REV	21 - AGR
13 - CMS	18 - EPA	22 - DNR
14 - DOT	19 - DCEO	23 – Ethics Training
15 - DPH		

Option 2: *“For help with the Illinois Century Network or to reach the Communications Management Center, press 2.”* [See note]

Option 3: *“For videoconferencing services, press 3.”* [See note]

Option 4: *“For all other repair or support issues, press 4.”* Then select one of the following sub-options. [See note]

- #1 - Wireless: including Cellular, Paging and Blackberry Repairs and ESN Changes
- #2 - Data Circuits and other Data Communications
- #3 - Telephone Repairs (other than wireless)
- #4 - IWIN Services

Option 5: *“To purchase a new product or sign up for a new service, press 5.”* Then select one of the following sub-options. [See note]

- #1- Wireless: Including Cellular, Paging and Blackberries
- #2 - Data Circuits and other Data Technologies
- #3 - Voice/Telephone Services (other than Wireless)
- #4 - IWIN Services
- #5 - Video – New Service or to Change Existing Service
- #6 - Internet Services

Option 9: *“Anytime you need to repeat a menu, press 9.”*

Note: During your transfer to a CSC/CMC agent, a message advises the call may be monitored for quality assurance purposes.

We have analyzed our call volumes, researched auto attendant designs, and studied call center trends and best practices. Our new menu options will be implemented to create a better and more user-friendly system for our diversified base of end users.