

From: Shankar Iyer <shankargirish@hotmail.com>
To: Adams_MarciaS@scdps.state.sc.usAdams_MarciaS@scdps.state.sc.us
Date: 4/14/2003 1:15:47 PM
Subject: USC Call center outsourcing project

Hello Marcia,

Thanks for taking time to talk to me. I will like to get the frequency of the following type of calls for any of the center (high/moderate/low activity). If I can get for one field office, I can extrapolate them according to the activity of the office.

The different type of calls are :

1. Customer has not received the license plate decal in the mail. Customer is checking on the status. This requires an inquiry to the Phoenix system.
2. Customer wants to know how to clear a suspension. This requires an inquiry to the Phoenix system.
3. Customer wants to clear PDPS (suspension from out-of-state). This requires an inquiry to the Phoenix system.
4. Customer wants directions to the office.
5. Customer wants to know the requirements for a driving permit.
6. Customer wants to know the hours of operation.
7. Customer wants to know if his plate is suspended and what is required to clear it. This requires an inquiry to the Phoenix system.
8. Customer wants to know requirements to register vehicle.
9. Customer wants to schedule a road test.
10. Customer wants to know wait times.

Thanks for all your help. I will appreciate if I can get these numbers ASAP. Meanwhile I will be waiting for your package on unsolicited bid for private outsourcing.

Sincerely
Shankar Iyer
Class of 2003, MIBS
Moore school of Business
Univ of South Carolina.

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