

**NCDOR**

**NORTH  
CAROLINA  
DEPARTMENT  
OF REVENUE**

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**Joint Legislative Oversight Committee  
on General Government**

November 7, 2017

1. Introduction
2. Department of Revenue Call Centers Update  
*Angela Altice, Assistant Secretary for Business Services and Support*
3. Update on fingerprinting and background checks for Department of Revenue personnel  
*Jocelyn Andrews, Chief Operating Officer*
4. Questions from the Committee

## Call center overview

- History
- Rocky Mount Call center
- Greensboro Call center

## Staffing

Year	Total employees	By call center
Fiscal Year 2017	137	51 Greensboro 86 Rocky Mount
Fiscal Year 2016	137	51 Greensboro 86 Rocky Mount
Fiscal Year 2015	142	50 Greensboro 92 Rocky Mount
Fiscal Year 2014	92	(all Rocky Mount)
Fiscal Year 2013	92	(all Rocky Mount)

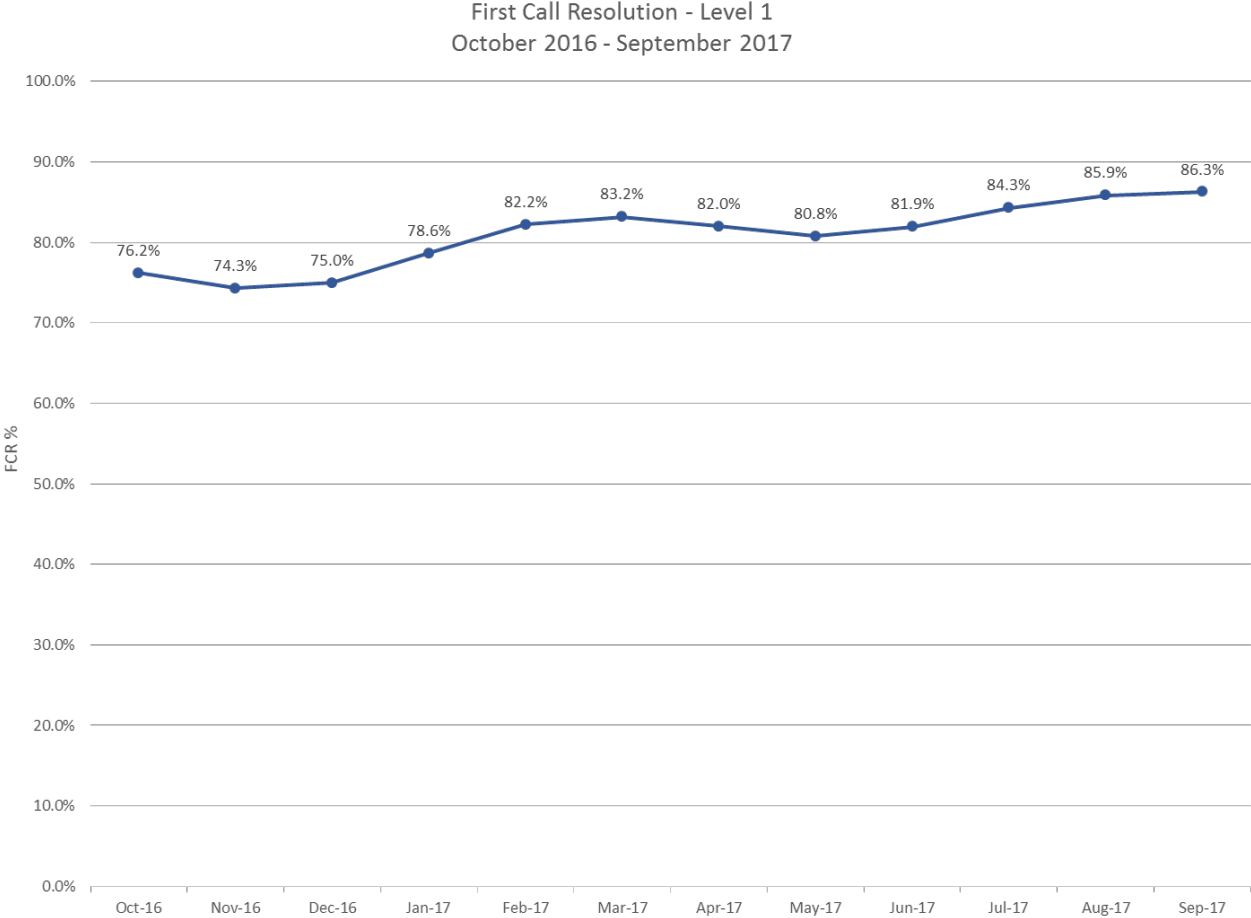
## Changes implemented

- December 2014: Interactive voice response (IVR) upgraded
- January 2015: Greensboro call center opened
- February 2016: Callback Assist implemented
- October 2016: Realigned resources to combine call agents under one Associate Director
- October 2016 - January 2017: Assessed agent skills and conducted training classes
- December 2017: Relocation of the Rocky Mount Call Center along with Opening of the Service Center

## Results

- More calls answered
- Reduced call transfers
- Increased “first call resolution”
- Training mapped to employee development
- More agents with broader knowledge
- Improved IVR self-help and call routing

## Statistics



- Establish a personnel security program that ensures a background investigation for any individual with access to FTI
  - a) FBI fingerprinting (FD-258)
  - b) Local criminal history
  - c) Citizenship/residency
  
- Develop written policy



- Criminal records and background checks currently conducted on all employees and temporaries
- 2017 State Budget gave DOR authority to proceed
- Access Agreement with SBI in progress; projected implementation date: January 2018
- NCDOR implementing criminal Background Checks and Fingerprinting Policy

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