



THE OUTSIDE IS IN US ALL.

Customer Service Options for Admin Staff

Licensing Call Center

The Licensing Bureau has a call center to help manage the large number of calls from customers and our License Providers. The call center software allows staff to sign into the system as a call attendant. Once they mark themselves as “Ready,” calls from the queue will be routed to their phones. If they need a break, they remove themselves from the “Ready,” status and calls from the queue will stop. At the end of their shift, they would sign out of the software. The call center is configured to allow up to 50 people to call into the queue and 100 call attendants to accept calls.

Regional and Area Office Phone Options

The Regional and Area offices have several different types of phones systems. Regions 1-5 and the Helena Area Resource Office have the same phone system as Helena Headquarters. The phones for the admin staff in each of those offices have been configured to allow them to log into the call center and start accepting calls. Staff in Regions 6, 7, Havre, Lewistown, and Butte will also be able to participate in the call center. They will have the ability to log in as a remote agent with all of the same options as everyone else. We tested this option on March 19th.

Call Logistics

We will forward the main phone lines for Regions 1-5, Helena HQT, and the Helena Area Resource Office to the Licensing call center number. The message on Region 6, 7, Lewistown, Havre, and Butte phones will ask customers to call the Licensing call center number for support. This information can also be posted on our website and included in a press release announcing any office closures.

Coverage

This statewide approach will allow staff to continue to support our customers regardless of which office they are working in. We will also have extended coverage if all of the staff from a single location are unable to come into the office.

Collaboration

A Customer Support team has been set up in our Microsoft TEAMS software. The chat feature in this software will allow everyone in the team to post questions that can be answered by anyone else in the team. Two employees from Network Services are included in the team to assist with any tech support requests from our License Providers. If a staff member has a question specific to another region, they can also tag staff from that region in the chat.