

**Creative Ideas that
Maximize Success and
Energize the Workforce**



Creativity is for EVERYONE

Presented by Yolunda Davis
IRS



***Delivering World Class Solutions, Service,
and Satisfaction***

Inside Employee Resource Center Operations



- Staffing consists of 130 employees (75 frontline Reps)
- Single point-of-contact for 110,000 IRS employees.
- ERC provides a host of administrative products and services with more than 1,000 Service Providers located nationwide.
- To date more than 2 million service requests processed since October 2001.
- Monthly workload:
 - 30,000 Phone calls
 - 23,000 Web tickets
 - 3,100 Email
 - 90 Other
- First contact closure rate 58%; ASA 2:48

3

Inside Employee Resource Center Operations



- One call to the ERC's toll free number connects employees to a wide variety of services and information.
- The ERC is a multi-channel Contact Center. Service requests are initiated via telephone & website. The ERC's website is accessible 24 hours a day. The Contact Center is available Monday through Friday (6:00 am to 8:00 pm CST)
- The ERC has a robust ticketing system that allows customers the ability to initiate and track progress on all service requests.
- A Quality Assurance Team along with a Report Website provides process reviews and contact center metrics.

4

Challenges and Changes

- Reorganized to create Operations Manager position
- Increased Customer Service Teams from 3 to 6 teams.
- Recruited and hired 38 seasonal employees from outside IRS.
- Established embedded Tier 1 Help Desk. The new Help Desk provides technical assistance related to travel and investigation applications.
- Established public portal to provide services to non-IRS employees.
- Absorbed new/additional work
- Associate Director retires

5

Creative Solution....Leaves



- **Leaves are resilient and strong but nimble enough to thrive as seasons change.**
- **Leaves provide covering but is not all consuming.**
- **Leaves sense the change of season and freely looks inward to make the change.**
- **As leaves change their beauty is never diminished.**
- **As leaves fall to the ground, they continue to be a vital part of the landscape.**

6



What I Learned from LEAVES.....

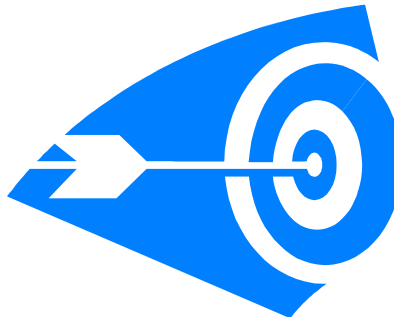
Three unique uses/concepts:

- Symbol of Change
- Employee Recognition Award
- Customer Satisfaction

7

Creativity Made Easy

ATTEND THE 8TH ANNUAL GOVERNMENT CUSTOMER SERVICE CONFERENCE AND EXPO TO LEARN HOW TO TARGET CREATIVE IDEAS TO ENERGIZE THE WORKFORCE



8

CONTACT INFORMATION



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9