

EXAMPLES OF SCRIPTS USED TO RESPOND TO CUSTOMER CALLS

(Collection Tools)

Incoming calls from members of the public include a very large scope of topics. Below is an explanation of the transcript used as well as examples of the calls received and the script the agents follow:

The first thing the caller hears is the Privacy Act Statement:

“Thank you for contacting MyNavy Career Center. In accordance with Executive Order 9397 and Acceptable Use 11 of DoD Instruction 1000.30, your DODID or Social Security Number may be needed to access Privacy Act records to best assist you. Providing your DODID or Social Security Number is voluntary. “

The caller is given the choice to speak with a Tier One agent or a Command Personnel and Pay Administrator (CPPA) agent. In both cases, the agent thanks the caller for calling, identifies themselves and asks for the caller’s DODID or SSN to create a new case or look up an existing case.

“Thank you for calling MyNavy Career Center, my name is Derek B. May I have your DODID or Social Security Number please?”

If the caller requests general information, no DODID or SSN is collected, and the agent creates an electronic “case” to document the encounter. The identity of the caller is simply listed as “public” as no identity record is required.

Any request for specific information must be correlated with a DODID or SSN and matched to an identity record. Because the OMB symbol relates to the public (i.e. all persons not on Active Duty), examples are provided for the typical encounters MyNavy Career Center (MNCC) agents have with the public. Agents take a great deal of care to understand the caller’s question or predicament in order how to best help them. Another consideration is whether the business process or “PERS Code” has been integrated in to the MNCC construct. Cases associated with these PERS Codes provide a wealth of knowledge to help inform process owners how best to improve performance and accuracy, decrease cost and handling time, and ultimately how best to help people. Cases not yet associated with these PERS Codes provide Navy Personnel Command useful information on which business processes should be included in the MNCC construct.

-Caller is a Navy Reservist approaching 60 years of age requesting “Thirty Year Certificate” to apply for medical benefits:

“Navy Reserve Retirements” business process is part of the MNCC construct, so any encounter can be documented. DODID or SSN must be provided to create the electronic case associated with the Navy Reservist’s identity record. If the question was answered and “First Call Resolution” was achieved, the

agent will document the encounter and close the electronic case. If the question was not answered, the agent will document the case and send it to Navy Personnel Command “Navy Reserve Retirements” Subject Matter Experts (SME), who will resolve the issue and close the case.

-Caller is a Navy Veteran inquiring about the change to the “Transfer of Education Benefits” policy:

“Transfer of Education Benefits” business process is part of the MNCC construct, so any encounter can be documented. DODID or SSN must be provided to create the electronic case associated with the Navy Veteran’s identity record. If the question was answered and “First Call Resolution” was achieved, the agent will document the encounter and close the electronic case. If the question was not answered, the agent will document the case and send it to Navy Personnel Command “Transfer of Education Benefits” Subject Matter Experts (SME), who will resolve the issue and close the case.

-Caller is family of deceased service member:

“Navy Mortuary/Decedent Affairs” business processes are not yet part of the MNCC construct, so an agent can only offer information from a Knowledge Article and contact information for those offices. Electronic case is created with the identity “public” to document the encounter and closed at the end of the call. DODID or SSN of service member may or may not be obtained, depending on how recently the service member served. MNCC does not have access to Navy historical data.

-Caller requests employment verification:

DODID or SSN of service member is obtained. Agent will verify dates of service member employment if available. Electronic case is created with the identity “public” to document the encounter and closed at the end of the call.

The following are specific examples of calls that the agents handle:

1. A person calls and asks how to locate a Sailor:
 - a. The scripted response is: We refer them to our Navy Locator system which is a mail in system. Once we receive correspondence we forward that correspondence to the intended recipient on behalf of the sender. We do not provide the sender the Sailor’s info.
2. The press calls and asks for details on a casualty:
 - a. The scripted response is: We refer all press calls to the PAO.
3. A family member calls and asks where to get a flag for a funeral:
 - a. The scripted response is: We provide them details on how to contact the VA and get a flag or burial in a VA cemetery.

4. A call from a Former Spouse asking about their 'former spouse package':
 - a. The Agent would be required to collect customer's information to provide to PERS-2. Information collected may be name, SSN, email, phone, and home address.
5. Suicide:
 - a. If a customer calls stating they are suicidal or someone is calling to report a member is suicidal, we will collect information from the customer to identify location and needs.
6. Terroristic Threats:
 - a. If someone calls to threaten harm on an organization or person, we will gather as much information as possible to share with law enforcement.
7. Calls from Retired Reserves:
 - a. Reserve Retirees will call to ask the status of retirement with or without pay. We need to ask for information to provide an update. At times, agents will update home addresses, emails, and phone numbers.