

External Affairs Department

Accomplishment Report Calendar Year 2015

STATE OF CALIFORNIA

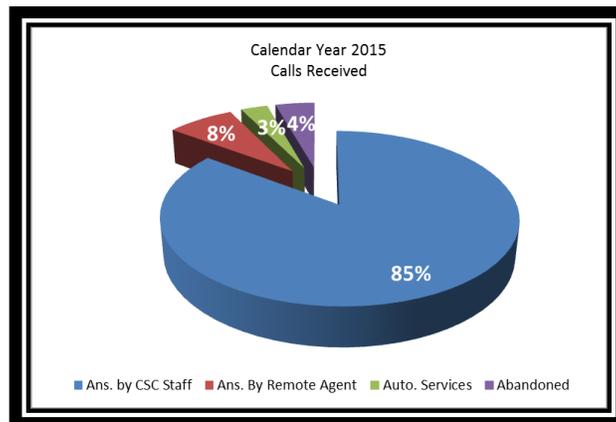
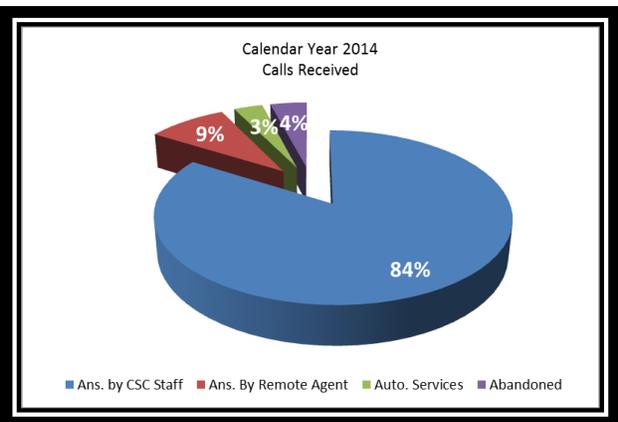
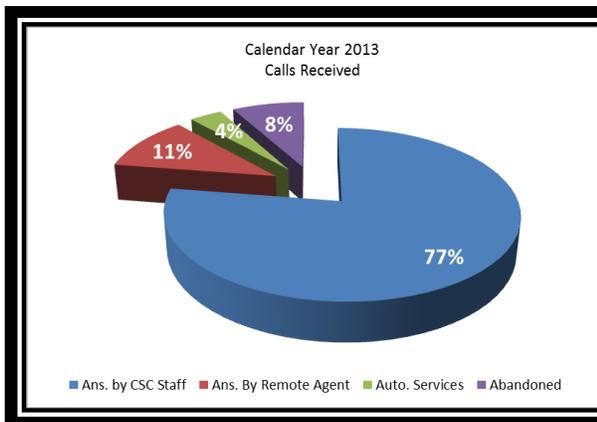
March 2016

Customer Service Center – Call Center

The mission of the Customer Service Center (CSC) is to provide an easily accessible point-of-contact to educate and assist the general public and tax and fee payers by providing excellent customer service, using high quality, well-trained staff and state of the art technology.

Calls Received:

	2013	2014	2015
Total (CSC Staff/Remote Agent/Auto. Services/Abandoned)	693,747	658,400	605,468
Answered by Customer Service Center Staff	537,234	552,565	516,009
Answered by Remote Agent (Staff from RAU and LRAU trained to answer calls for peak periods)	75,712	57,960	44,958
Answered by Automated Services	25,062	21,178	18,118
Abandoned	55,739	26,697	26,383



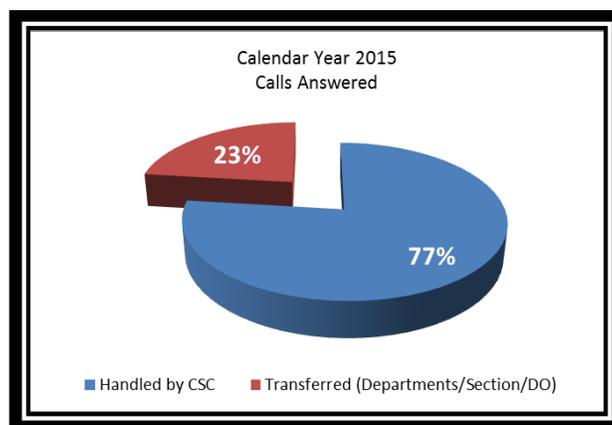
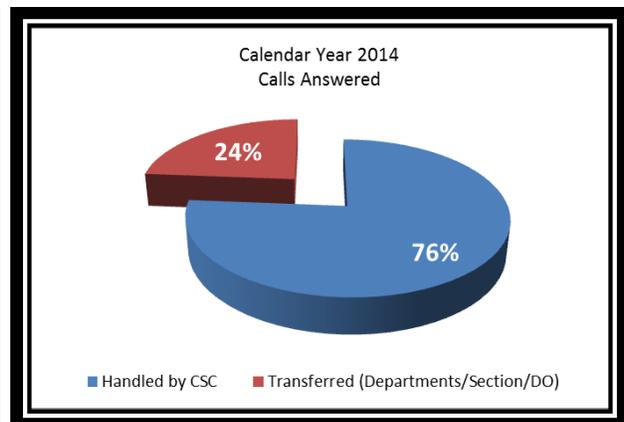
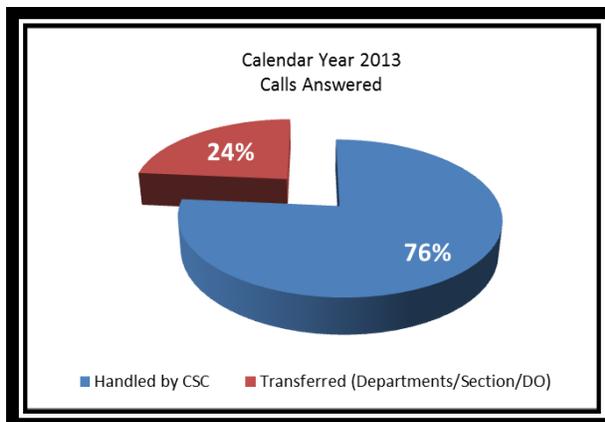
Note: Calls answered by Remote Agents during 2013 exceeded normal levels due to the addition of new Online Services and Fire Fee calls.

Average Call Wait Time & Average Call Length:

	2013	2014	2015
Weighted Average Call Wait Time (minutes:seconds)	2:28	1:09	1:17
Weighted Average Call Length (minutes:seconds)	5:32	5:28	5:59

Calls Answered:

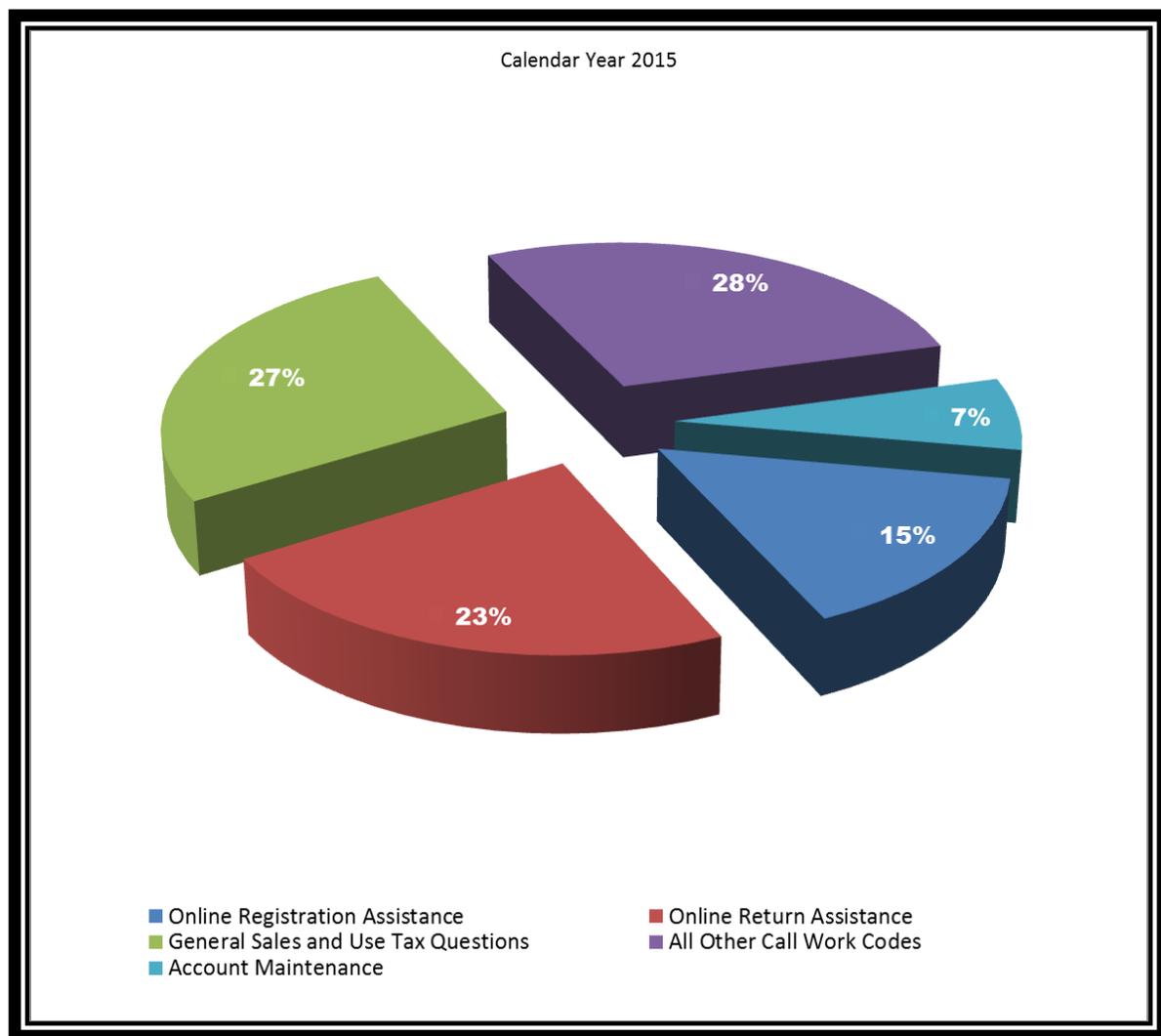
	2013	2014	2015
Calls Answered by CSC Staff and Remote Agents (Including Transferred)	612,946	610,525	560,967
Handled by CSC Staff and Remote Agents	468,615	465,510	431,275
Transferred (Departments/Section/DO)	144,331	145,015	129,692



Call Category Percentages:

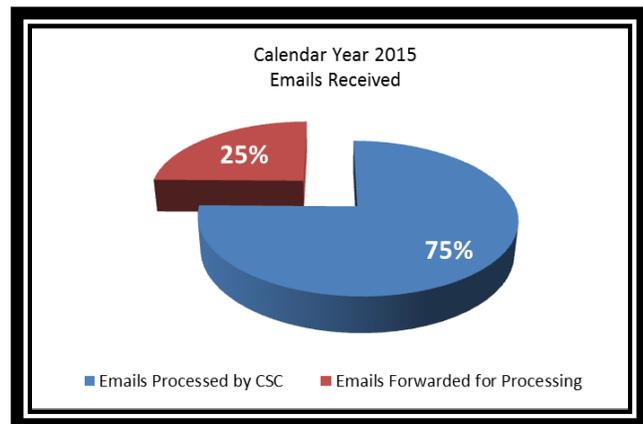
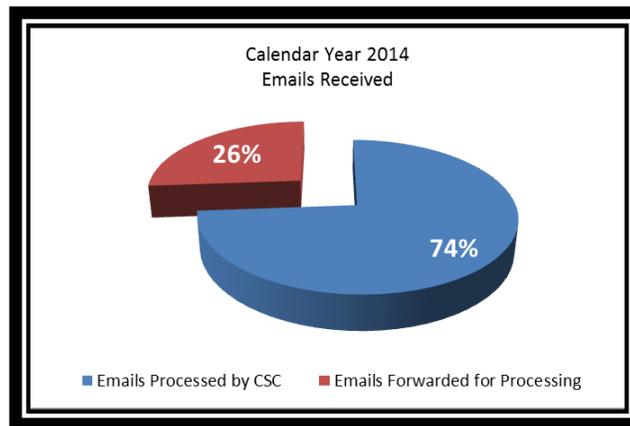
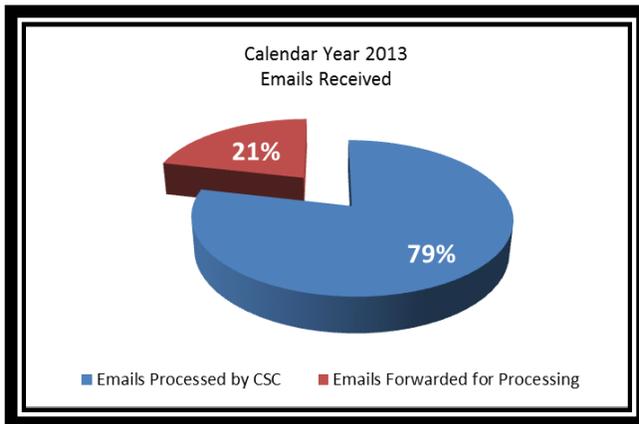
(This information is based on Call Work Codes that are entered manually and should only be used as a general indication of the types of calls being received)

	2015
Account Maintenance	7%
Online Registration Assistance	15%
Online Return Assistance	23%
General Sales and Use Tax Questions	27%
All Other Call Work Codes	28%



Emails Received:

	2013	2014	2015
Emails Received	18,931	17,403	16,845
Emails Processed by CSC	14,878	12,847	12,673
Emails Forwarded for Processing	4,053	4,556	4,172



Note: The CSC conducted a sampling analysis of emails to determine the average email response time for 2015. The sampling analysis shows that the CSC took 3 days on average to respond to an email inquiry received.

Customer Service Center – Account Maintenance Clean-up

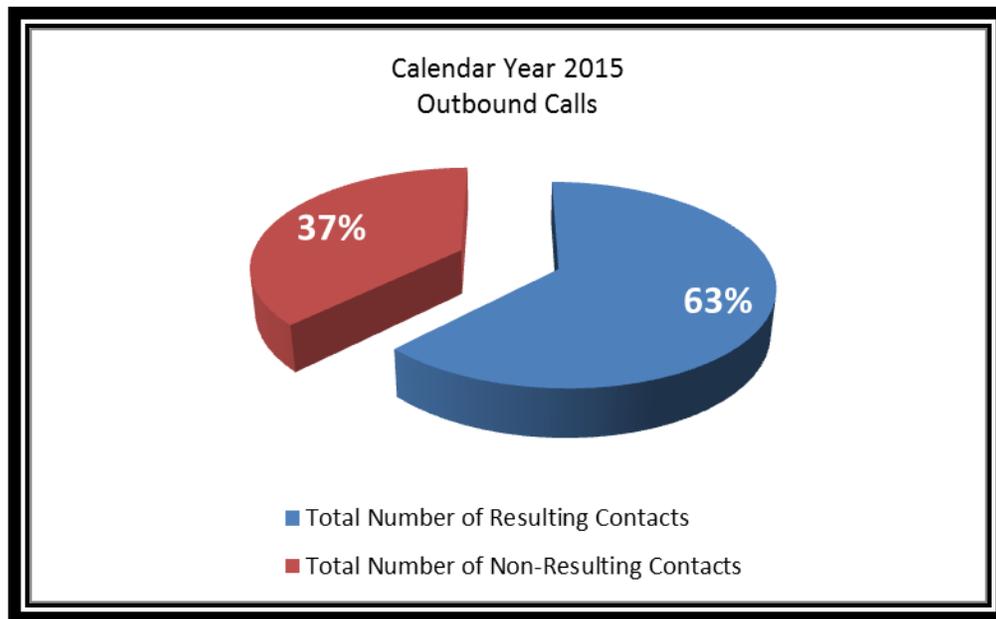
The mission of the Account Maintenance Clean-up section is to reach out to taxpayers and assist them with updating their accounts.

Returned Mail:

	2015
Total Number of Returned Mail Items Received	48,371

Outbound Calls:

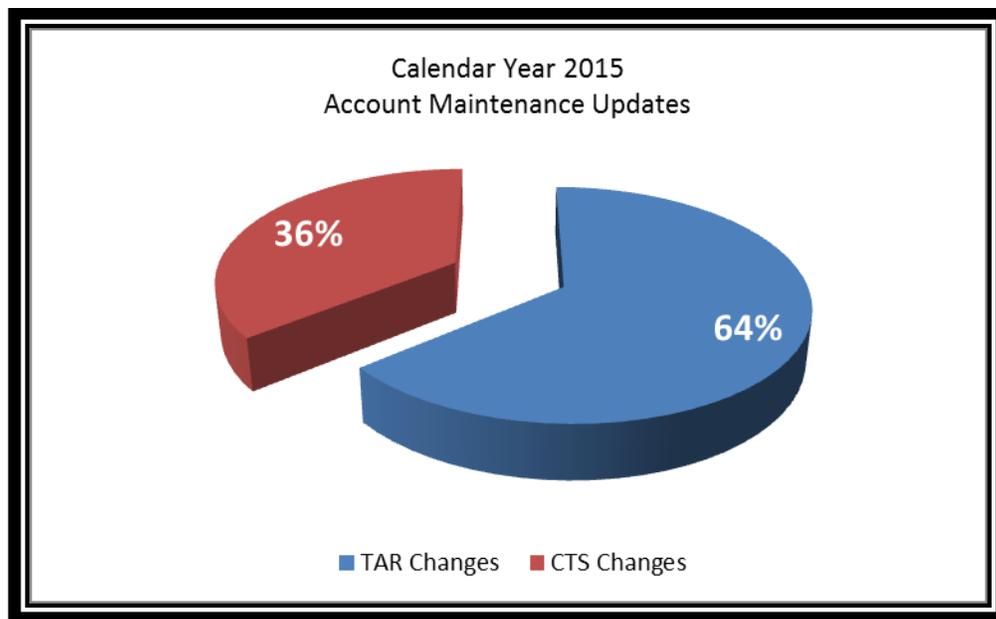
	2015
Outbound Calls (Identified by using Returned Mail or Bad Email Address)	55,542
Contacts Made from Outbound Calls	34,738
Percentage Contacted	63%



Account Maintenance Updates:

These account maintenance updates were made as a result of the outbound calls from the *Account Maintenance Clean-up section*.

	2015
Total Changes	76,229
Changes made to Business/Account Information	48,886
Changes made to the Client/Individual Information	27,343



Note: Changes to the business/account information are changes made in the Taxable Activity Registration System (TAR); the changes made to the Client/Individual are made using the Client Taxpayer System (CTS).