

Pay.gov Frequently Asked Questions: Customer Service

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1. How can users contact Pay.gov customer service?

Pay.gov Customer Service
Federal Reserve Bank of Dallas
2200 North Pearl Street
Dallas, Texas 75201
1 (877) 807-4135
Fax: 1 (214) 922-5853
pay.gov@dal.frb.org

Teletypewriter service is not yet available.

2. What services does customer service support?

Customer service supports inquiries on any Pay.gov matters that include:

- Researching end-user payment activity
- Completion of authentication credential applications;
- Completion of forms and bills;
- Provide information to agencies regarding agency account balances and reversed or returned transactions;
- Forwarding appropriate issues to technical support;
- Billing and other errors;
- Unauthorized transactions; and
- Lost, stolen, compromised, and forgotten electronic authentication credentials.

Pay.gov customer service will not provide sensitive information to any individual without establishing that the individual is entitled to the information.

The contact center will provide first line customer service for Government agencies for balancing and reconciling questions as agents will have access into the CASH-LINK system and the Pay.gov reports. Technical problems will be forwarded to the appropriate party for resolution in accordance with the escalation procedures noted below. Contact center agents can conduct “warm transfers,” meaning they will remain on the line to ensure that a call is transferred to the party that can resolve the caller’s problem.

3. What is the Pay.gov customer service contact information and hours of operation?

Customer service can be reached at the information maintained on Pay.gov’s contacts page at: <<http://www.pay.gov/contact.htm>>. Customer service representatives will be available 9 hours a

day (8 to 5 CST), five days a week, excluding Federally observed holidays. Availability will expand to six days a week once Pay.gov begins handling transactions for other than business end-users.

4. What is the expected service level of customer service?

Customer service will have adequate staff to ensure that 80% of all calls are answered with a hold time of less than 20 seconds, and that 99% of all calls are answered with a hold time of less than 5 minutes. Customer service provides a voice mail option for callers that do not wish to be placed or continue on hold. All inquiries will be answered within two business days.

5. Does customer service provide assistance in other languages than English?

Pay.gov currently does not answer inquiries in Spanish as well English, but intends to do so.

6. Will customer service track call volumes and types of calls?

Yes. The customer service agents will log calls into a central database. Specifically, they will log caller information, inquiry method, and call content. Staff will follow-up to ensure all open problem tickets have been resolved. This information will be analyzed to spot trends or recurring problems that result in high call volume. Management will report findings and forward recommendations to the appropriate parties, including agencies.

The call tracking software application can also be used to retrieve information regarding a specific call for research purposes; call history can be retrieved by date, method of communication (including phone number and e-mail address), and by content of the communication.

7. Will customer service calls be recorded and reviewed for quality purposes?

Yes. Initially, the supervisor will monitor and evaluate agents handling of calls by listening to calls on a “real-time basis.” As a future enhancement, Customer Service will record calls; notice of the recording will be given to the callers. Recorded calls will be randomly selected for review on a monthly basis to ensure quality service is being provided to the customer. A supervisor will review calls with each agent for quality improvement purposes.

8. Will customer service representatives have the ability to complete transactions for end-users?

No. Customer service generally will not provide the ability to conduct transactions on behalf of end-users.

9. How does customer service handle errors?

Upon any determination of an error, the customer service agent representative will inform the financial agent of the error for correction. Pay.gov customer service representatives will not have the ability to reverse transactions or rejected transactions. For referral and error investigation

purposes, the customer service agents maintain customer service telephone numbers and e-mail addresses for all financial agents and for any agency that uses the services of Pay.gov.

10. Will customer service have the ability to cancel and reset passwords for end-users?

Customer service will have the ability to cancel and reset passwords for end-users. If a Pay.gov username and/or password has been lost, stolen or compromised, customer service will cancel the credentials and invite the end-user to re-apply online. If a password has been forgotten, the end-user may have it reset by customer service. When customer service resets a password for an end-user, the new password will be mailed to the address on record. If an end-user wishes to change his password he may answer a “secret question” online to have the password revealed in real-time.

11. Does customer service accept comments and suggestions regarding Pay.gov?

Periodically, customer service will prepare and distribute surveys ("report cards") for agencies to grade the services provided by financial agents and FMS in the performance of Pay.gov and to obtain comments and suggestions on how to improve Pay.gov. A Web page will also be provided that allows the public to give comments and suggestions. Comments also can be provided through the contacts listed on Pay.gov's contacts page at <<http://www.pay.gov/contact.htm>>.

12. Will Pay.gov customer service be able to route an end-user to my agency's customer service center? If so, will this be a warm-transfer or direct transfer?

Customer service will be able to route end-users to agency customer service centers. This can be either a warm-transfer or a direct transfer. A warm transfer consists of the representative holding on the line to ensure that the connection to another representative is made. A direct transfer occurs when a user is transferred into the standard call queue.

13. Is it possible to include my agency's customer service information on the web pages hosted by Pay.gov?

Yes. Pay.gov can post an agency's customer service information on Web pages hosted by Pay.gov once the application is out of pilot mode.

14. Will Customer Service have escalation procedures?

Yes. When an agent cannot resolve the caller's problem, the agent will seek the assistance of the supervisor. If it is a technical problem, the supervisor will contact the appropriate party for resolution. Depending on the situation, the supervisor may actually transfer the call; if so, the supervisor will remain on the line until he can confirm that the call was transferred to the party that can resolve the problem. Escalated calls will be tracked and analyzed to identify problem trends or improvement opportunities.