

Department of Housing and Urban
Development

TRACS Multi-Family Help Desk

Presented December 12, 2003
TRACS Industry Meeting

Agenda



- Overview
- Team
- Performance Objectives
- Helpdesk Statistics
- TRACSMail
- Questions

TRACS Help Desk Overview



| | |
|---------------------|---|
| Hours of operation: | 9:00 AM – 8:00 PM EST, Monday - Friday |
| Location: | Washington, DC |
| Phone | 1-800-767-7588 |
| Fax: | 202-401-7984 |
| E-mail: | TRACS_HOTLINE@HUD.GOV |
| Internet: | http://www.hud.gov/offices/hsg/mfh/trx/trxsum.cfm |

Your Helpdesk Team



- Caitlin Clark Project Manager
- Khevin Johnson Task Lead
- Lisa Fletcher Helpdesk Analyst
- Michelle Suber Helpdesk Analyst
- Virginia Hoang Helpdesk Analyst
- Clarissa Ellis Helpdesk Analyst
- Tarshia Porter* Helpdesk Analyst
- Alexander Turcios* Helpdesk Analyst

*New Hire

Performance Objectives



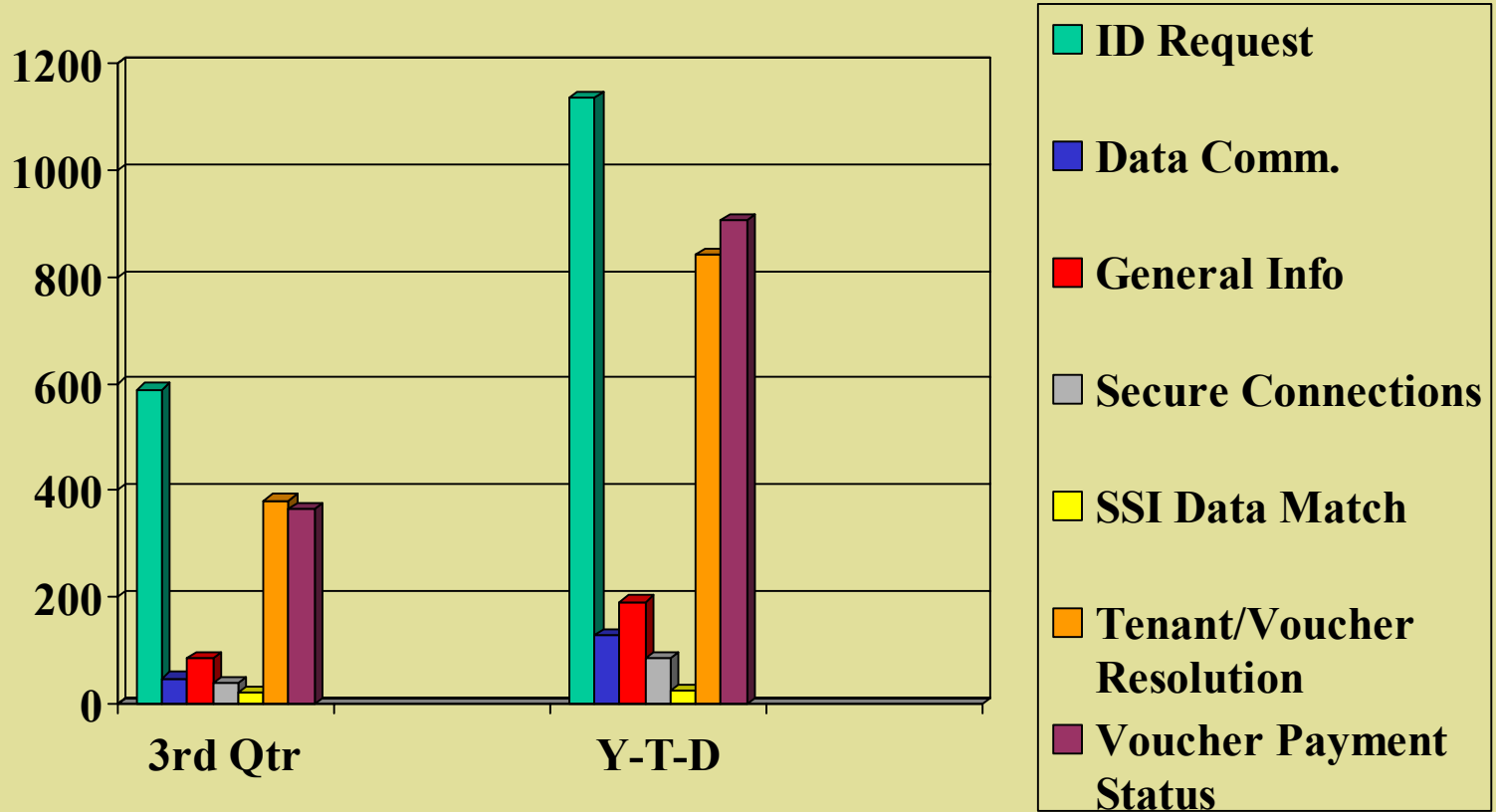
- ✓ Your initial request will be addressed immediately
- ✓ You will be able to reach a Help Desk Analyst during normal business hours or you can leave a voicemail
- ✓ Your request is resolved in 1-3 business days
- ✓ You will be provided call status information through email or fax
- ✓ Your Help Desk Analyst will be courteous, knowledgeable and efficient

Helpdesk Statistics

| | <u>Q3</u> | <u>YTD</u> |
|-----------------------------------|-----------|------------|
| • ID request | 590 | 857 |
| • Data Communications | 47 | 87 |
| • General Information | 86 | 134 |
| • Secure Connections | 39 | 60 |
| • Social Security/SSI Data Match | 20 | 22 |
| • Tenant Voucher Error Resolution | 382 | 562 |
| • Voucher Payment Status | 366 | 537 |

Resolving **98%** of all calls within the first hour

Third Quarter and Year to Date Comparison



- Broadcast message – Nov. 13, 2003
- Purpose
- 60 Days to respond
- Account Deactivation – Jan. 12, 2004
- New Account Creation

Thank you.
We look forward
to supporting YOU!