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
<table>
<thead>
<tr>
<th>Hours of operation:</th>
<th>9:00 AM – 8:00 PM EST, Monday - Friday</th>
</tr>
</thead>
<tbody>
<tr>
<td>Location:</td>
<td>Washington, DC</td>
</tr>
<tr>
<td>Phone</td>
<td>1-800-767-7588</td>
</tr>
<tr>
<td>Fax:</td>
<td>202-401-7984</td>
</tr>
<tr>
<td>E-mail:</td>
<td><a href="mailto:TRACS_HOTLINE@HUD.GOV">TRACS_HOTLINE@HUD.GOV</a></td>
</tr>
<tr>
<td>Internet:</td>
<td><a href="http://www.hud.gov/offices/hsg/mfh/trx/trxsum.cfm">http://www.hud.gov/offices/hsg/mfh/trx/trxsum.cfm</a></td>
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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

<table>
<thead>
<tr>
<th>Category</th>
<th>Q3</th>
<th>YTD</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID request</td>
<td>590</td>
<td>857</td>
</tr>
<tr>
<td>Data Communications</td>
<td>47</td>
<td>87</td>
</tr>
<tr>
<td>General Information</td>
<td>86</td>
<td>134</td>
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<tr>
<td>Secure Connections</td>
<td>39</td>
<td>60</td>
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<tr>
<td>Social Security/SSI Data Match</td>
<td>20</td>
<td>22</td>
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<tr>
<td>Tenant Voucher Error Resolution</td>
<td>382</td>
<td>562</td>
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<tr>
<td>Voucher Payment Status</td>
<td>366</td>
<td>537</td>
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</table>

Resolving **98%** of all calls within the first hour
Third Quarter and Year to Date Comparison
TRACSMail

- 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!