SDE Service Desk
EXECUTIVE SUMMARY

- **Launched:** May 1, 2012
- **Purpose:**
  - To better communicate with educators, parents, school administrators, and citizens
  - To reduce caller wait times
  - To address all customer needs in a timely manner
  - To address call volume

- **Website banner:**

  ![Website Banner](image)

- **Phone numbers transferred to the SDE Service Desk:**
  - 405-521-3301
  - 405-521-3333

- **Functions:**
  - Answer all calls to the agency with a person on the other end of the line
  - Transfer calls as necessary
  - Pre-emptive problem solving before transferring to SDE Staff
  - Creation of new cases based on answers given by SDE Staff
  - Creation of cases for SDE Staff to solve when an answer is not present in the FAQ database
    - assure that customer is contacted within 24-48 hours by SDE Staff
    - close all cases with a satisfied customer
  - Assist in website navigation for the public
  - Voicemail with a zero opt-out feature will allow the SDE Service Desk to answer calls that would have otherwise gone straight to voicemail
  - Maintain a current database of information:
    - Current events
    - Rules
    - Information
    - Programs
  - Maintain a current staff listing—location, phone, email
  - Answer all inquiries from the website “Contact Us” box
  - Answer all inquiries to the service desk email: SDEservicedesk@sde.ok.gov