SDE Service Desk
Got a Question?

Need help with information about your school? Contact our SDE Service Desk for fast, friendly and efficient answers. Call 405-521-3301 or 405-521-3333. Or email at sdeservicedesk@sde.ok.gov

FOR PARENTS, EDUCATORS, SCHOOL ADMINISTRATORS AND CITIZENS
CALL VOLUME

• 1,000-1,500 calls per week on SDE Main number

• Additional 1,000-1,500 calls per week on Teacher Certification’s main number

• Up to 3,000 calls per week on two busiest phone numbers

• Approximately 10,000 calls per month on average
SDE Service Desk

• **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
SDE Service Desk

- April 30th - May 4th: 9:23
- May 1st - May 4th: 2:10
- May 6th - May 13th: 1:40

Maximum Wait Time (min.) and Average Abandon Time (min.)
SDE Service Desk

Calls Answered within 30 Seconds

- Apr. 30th - May 4th: 75%
- May 1st - May 4th: 80%
- May 6th - May 13th: 88%
Maximum Wait Time by Month

- Dec.: 0:11:32
- Jan.: 0:08:56
- Feb.: 0:39:01
- Mar.: 0:15:57
- Apr.: 0:05:07
- May: 0:01:40
Cases By Type

- Transfer: 25%
- Assistance Request: 28%
- Information Request: 37%
- Complaint: 6%
- Other: 4%

Legend:
- Blue: Transfer
- Red: Assistance Request
- Green: Complaint
- Purple: Information Request
- Cyan: Other
Case Response Time

- 79% Within 24 hours
- 19% Active
- 2% Other
Calls Received per In-State Area Code

(81% of all calls received were from in-state numbers)
Teacher Certification

- **Feb.**: Max. Wait Time = 0:14:59, Avg. Abandon Time = 0:01:47
- **Mar.**: Max. Wait Time = 0:42:47, Avg. Abandon Time = 0:02:14
- **Apr.**: Max. Wait Time = 0:31:07, Avg. Abandon Time = 0:03:03
- **May**: Max. Wait Time = 0:10:46, Avg. Abandon Time = 0:00:59