



DATE: August 20, 2009
TO: Fiscal Officers
FROM: Jarnice Anderson, Deputy Director
RE: Helpdesk Phone Menu Changes

As you may recall, the State Accounting Office (SAO) partnered with the Governor's Office of Customer Service (OCS) to conduct a Customer Satisfaction Survey in August 2008. Many of you provided valuable feedback concerning customer service quality and overall customer satisfaction. In response to feedback from this survey, an internal task force was formed within SAO to recommend improvements to our customer service model. One such recommendation is to implement modifications to the PeopleSoft Helpdesk menu options to better serve our customers.

Due to the high volume of PeopleSoft security questions received, we have moved the "Security" option on our SAO Helpdesk menu from the #3 prompt to the #1 prompt. As a result, users will be able to reach the PeopleSoft "Security" group more quickly, thereby reducing wait time and unnecessary call transfers.

The second menu modification is to the "Financials" option used to contact the PeopleSoft Financials system support team. This option will now be the #3 prompt on the menu instead of the #1 prompt. All other existing menu options will remain the same. The link to the revised Helpdesk menu is provided below.

Modifications to the above PeopleSoft menu options will be implemented at 8:00 a.m. on Tuesday, August 25, 2009. When contacting the SAO Helpdesk on or after 8:00 a.m. on August 25, 2009, please remember to select the appropriate menu option to reach the desired PeopleSoft support team.

Action:

- Please use link below to view the revised SAO Helpdesk menu:
http://sao.georgia.gov/00/channel_createdate/0,2095,39779022_146971900,00.html