Customer Support

Last updated April 2025

Customer Support serves as a comprehensive hub, offering a singular point of contact for handling customer inquiries. Our skilled representatives ensure you receive the comprehensive support needed from our specialized technical teams. With a focus on promptness and efficiency, we are here to answer your questions and resolve any issues in the most efficient and collaborative manner possible.

At WaTech, we recognize the critical nature of your operations and the importance of maintaining continuous service delivery to the residents of Washington state. Our Customer Support is designed with this in mind, offering swift assistance to minimize downtime and expedite your return to full operational status. Our team is prepared to tackle both "Issues" and "Requests" across the board, equipped with the knowledge to provide swift resolutions, answer queries and deliver accurate, reliable information.

Intended customers

All customers of WaTech services including Washington residents using the Digital Experience service.

Customer engagement

- WaTech holds quarterly Help Desk meetings with agencies' help desk staff and managers to discuss WaTech services and share experiences.
- Business and Technical Management Council (BMC/TMC)
- Customer Engagement Forum for IT leaders

Action plan

Current activity

Business objectives for this year:

- Improve customer response efficiency by:
  - Reducing the maximum customer call wait time to less than or equal to five minutes by December 2025.
  - Reducing peak-hour wait time to less than or equal to eight minutes by optimizing staff availability by December 2025.
  - Ensuring 90% or more of calls are answered within 30 seconds by December 2025.
- Improve Support Center effectiveness by:
  - Increasing first-call resolution rate by 50% by December 2025.
  - Reducing Tier 2+ escalations by 20% through improved troubleshooting by December 2025.
- Enhance call handling and service reliability by:
  - Reducing abandoned call rate to 5-8% by December 2025.
  - Maintaining an agent's availability rate of 90% or more during peak hours.

One- to two-year goals

- Review and adjust current business objectives to ensure that goals are being met.
- Business objectives:
  - Increase transparency and feedback loops for customers by:
    - Achieving 98%+ CSAT score by July 2026.

Helpful information

Service availability
24/7/365

Related services
All WaTech services

How to request service
Submit a request for service through our Customer Portal.

Service owner
Donna Edwards

- Improving Net Promoter Score (NPS) to 50+ by July 2026.
- Increasing response rate to customer feedback surveys greater than or equal to 50% by July 2026.
  - Enhance automation and customer empowerment **by:**
    - Implementing and improving three or more automated workflows in ServiceNow by December 2026
    - Improving Knowledge Base Article (KBA) effectiveness to 80%+ by December 2026
  - Optimize ticket routing and accuracy **by:**
    - Reducing misrouted tickets to less than or equal to two per month by July 2026
    - Improving ticket accuracy rate to 98%+ by July 2026
    - Reducing resolution delays from misrouting to less than or equal to 10 minutes by July 2026

Three- to five-year goals

- Improvements in collecting data to ensure we meet our business goals.
- Implement a chat channel for all services and customers using ServiceNow.

Business Objectives
  - Strengthening Incident and Problem Management **by:**
    - Maintaining 90%+ SLA compliance for incident resolution
    - Reducing Mean Time to Resolution (MTTR) for P1 incidents to less than or equal to four hours.
    - Decreasing recurring incidents by 30% through proactive problem management
  - Optimize Workforce Management and Training **by:**
    - Achieving 85%+ agent utilization rate.
    - Ensuring 100% of staff complete the required training annually.
    - Maintaining less than or equal to 10% agent idle time during business hours.

Service review and fully loaded service budget projection

Revenue source

The Support Center service is bundled and funded via the agency overhead model. Each service is charged proportionately based on the number of calls and tickets processed by the Support Center staff.

Expenses over time

Fiscal years 2020 - 2024 are actuals. Fiscal year 2025 is budgeted.

In 2020 the Command Center and Support Center were combined, and mainframe operations were moved to a third-party vendor. In 2023 and 2024 higher costs were due to cost of living raises and higher expenses for phone lines and the call center.

The budgeted cost for FY 2025 has been reduced by attrition, adjusting and right sizing call center cost and reducing the number of phone lines used.

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Fiscal Year	Amount
FY2020	$1,552,697
FY2021	$1,563,916
FY2022	$1,028,273
FY2023	$1,210,424
FY2024	$1,275,899
FY2025	$1,095,911