

Type: System Enhancements	ID Number: SE 57
Date: July 9, 2009	Subject: Interactive Voice Response (IVR) System Changes

Suggested Audience

Agency HR Staff

Details

Security Changes:

The Interactive Voice Response (IVR) system is being updated to ensure active employees and benefit only participants are validated prior to reaching a service center specialist. This update will eliminate the option for active employees and benefit only participants to reach a service center specialist without validating themselves (zero out option). Callers will still be able to reach the password reset team if they do not know either their user ID or password. However, once their password has been reset, the caller will be sent back through the IVR validation if in need of further assistance.

Menu Option Changes:

- Moved EAP information out of the main menu, to be presented once the participant selects that they are an active employee. Specifically, once a caller selects 1, they will then be given an option to contact the EAP provider.
- Reorganized the options within the main menu (e.g. moved Retirees to be option 2).
- Added options within the Active Employee or Benefits Only Participant menu to allow employees to either contact the EAP provider, validate themselves or to reach the password reset team.
- Corrected defect within benefits menu to provide employees to listen to their current benefit elections (does not apply to A, H or S role code users). Currently when selecting this option employees are automatically transferred to a benefits specialist.
- Added options to some of the menus to allow callers to repeat the menu and/or to return to the previous menu.
- Updated labels and messages to make the message more specific and to meet plain language requirements.

The information above summarize the various changes that are being implemented to the IVR. It is extremely important that callers pay close attention when they call as the menu selections and messages have changed.

If you have any questions related to the IVR changes, please contact Verla Lawson at (850) 921-4545 or Verla.Lawson@dms.myflorida.com.