

REQUEST FOR RECORDS DISPOSITION AUTHORITY (See Instructions on reverse)		LEAVE BLANK (NARA use only)	
TO: NATIONAL ARCHIVES and RECORDS ADMINISTRATION (NIR) WASHINGTON, DC 20408		JOB NUMBER	N1-173-98-7
1. FROM (Agency or establishment) Federal Communications Commission		DATE RECEIVED	3-13-98
2. MAJOR SUBDIVISION Office of Compliance and Information Bureau		NOTIFICATION TO AGENCY	
3. MINOR SUBDIVISION National Call Center		In accordance with the provisions of 44 U.S.C. 3303a the disposition request, including amendments, is approved except for items that may be marked "disposition not approved" or "withdrawn" in column 10.	
4. NAME OF PERSON WITH WHOM TO CONFER	5. TELEPHONE	DATE	ARCHIVIST OF THE UNITED STATES
Kathy Abbate	418-0216	6-14-00	<i>John W. Paul</i>

6. AGENCY CERTIFICATION
I hereby certify that I am authorized to act for this agency in matters pertaining to the disposition of its records and that the records proposed for disposal on the attached 2 page(s) are not now needed for the business of this agency or will not be needed after the retention periods specified; and that written concurrence from the General Accounting Office, under the provisions of Title 8 of the GAO Manual for Guidance of Federal Agencies,

is not required; is attached; or has been requested.

DATE	SIGNATURE OF AGENCY REPRESENTATIVE	TITLE
3/10/98	<i>Judy S. Boley</i>	Team Leader, Am D - PERM

7. ITEM NO.	8. DESCRIPTION OF ITEM AND PROPOSED DISPOSITION	9. GRS OR SUPERSEDED JOB CITATION	10. ACTION TAKEN (NARA USE ONLY)
	<p>OFFICE OF THE COMPLIANCE AND INFORMATION BUREAU</p> <p><u>FUNCTIONS OF THE COMPLIANCE AND INFORMATION BUREAU'S CALL CENTER.</u> The Compliance and Information Bureau (CIB) of the Federal Communications Commission (FCC) has opened a permanent, inbound, toll-free Call Center to handle public inquiries. The National Call Center (NCC) takes calls formerly received in other bureaus and at the field offices which were closed by downsizing. This call center meets the demands of the American consumer and business providing better telephone service from the Commission.</p> <p>The Call Center provides "One Stop Shopping" with interconnection to other FCC bureaus and offices. It is designed to maintain, operate, and manage the incoming calls consisting of complaints, comments, and inquiries from the public. Many calls are routine; but many are from concerned parties in unstructured format. Some of these involve the Commission's top sensitive public issues (hot-topics). The NCC has developed a customer intelligence network and utilizes the information gathered by it to keep</p>		

Agency, NWML, NWML

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	<p>the Commission informed on the needs of its customers, the impact of regulations, and necessary refinements to them as suggested by the users and the public.</p> <p>The call center takes and refers cases requiring investigation to field offices, and it must refer other bureau's calls where that bureau maintains jurisdiction over formal and informal complaint resolution. It maintains a liaison with all Bureaus and Offices within the agency and a special relationship with the Office of Public Affairs to ensure that the needs of the public for information are handled promptly, accurately, and comprehensively.</p> <p>This Call Center "Responds to the Commission's Customers." Using highly automated support systems, its Telephone Service Reps answer calls that are tracked, sorted, and characterized in specialized software, called an expert system. That expert system is an integral part of the call center operation providing supervisory review of data on customer inquiries and complaints.</p> <p>Based on months of study and preparation, a call center project started in fiscal year 1996, and it actually opened on-time June 3, 1996. It is located in Gettysburg, Pennsylvania. The call center helps CIB maximize the diminished staffing resources since it was down sized from 35 field offices to 17 by diverting calls formerly taken in the field offices. The help desk software allows the expertise and problem solving ability of FCC specialists to be captured and used to guide and assist personnel in answering inquiries from the public. Additional information that is captured in the software during the center's operation is used by its personnel to resolve problems. The process of capturing solutions is iterative and on-going.</p> <p>Automated support for the center consists of the already, highly customized expert system which is tightly integrated with the phone systems to provide screen pops of the caller's phone number. The phone number is used by the software to look up previous records if the caller has called before. Custom reports are generated by Crystal Reports, and an interactive voice response (IVR) unit makes data available by phone without operator intervention. These IVR applications are developed on the Intella by Microlog. Expert Advisor is marketed by Software Artistry, Indianapolis, IN.</p>		

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	<p>The call center also has all the other automated tools provided to each FCC employee by the Information Systems Modernization project namely: a Local Area Network running Novell 3.12 connected to all other FCC offices and the Internet via wide area networks. It has the desk-top software too including WordPerfect 5.1, Email by Novell's Groupwise 4.0, Excel, Paradox. Database access to all institutional licensing databases is supported on Sybase RDBMS with Powerbuilder front-ends.</p> <p><u>Control and Tracking System Files.</u></p> <p>1. <u>Statistical Summary Data (Paper and Electronic).</u> These files contain logs, registers, and other records used to control or document the status of correspondence, reports, or other records.</p> <p><u>Disposition. TEMPORARY.</u></p> <p><u>Destroy</u> when two (2) years old.</p> <p>2. <u>All Other Data.</u> These files contain telephone requests, logs, reports, daily reports, and related and similar records.</p> <p>(a) <u>Substantive Requests.</u></p> <p><u>Destroy</u> when six (6) months old.</p> <p>(b) <u>Routine Requests.</u></p> <p><u>Destroy</u> when three (3) months old or when no longer needed, whichever is sooner.</p>		