



Public Health
Environmental Health Services

APPROVED
Corwin Porter, Division Chief

SUBJECT: ALICE Virtual Receptionist System

Effective: 03/2015

I. Purpose

This standard practice is to provide instruction for the Division of Environmental Health (DEHS) staff on what steps to take when receiving customer contact via the A Live Interactive Customer Experience (ALICE) Virtual Receptionist System.

II. Scope

This standard practice applies to all DEHS staff.

III. Background

In order to provide better customer service, DEHS will be utilizing the ALICE Virtual Receptionist System in the Hesperia DEHS office. The benefits of transitioning to this remote customer service system are:

- Improves efficiency,
- Lowers customer wait time, and
- Ensures increased availability of clerical, technical and professional staff.

IV. Definitions

- **ALICE** – An acronym for A Live Interactive Customer Experience, this is a virtual receptionist system allowing staff to assist customers remotely in outlying offices from the San Bernardino office.
- **Customer Service Center (CSC)** – A system used by Office Assistants (OAs) to assist customers who call in for assistance.
- **Lync** – A video conferencing system used by DEHS staff to monitor and manage the availability of staff with access to the ALICE system.

V. General Information

This section explains who utilizes the ALICE Virtual Receptionist System, as well as outlines expectations of use and availability of clerical staff.

A. Expectations

If assigned to cover a counter via the ALICE system, employees are expected to be:

- At their assigned work location and ready to work at the start of their scheduled work shift.
- Logged in to Lync, CSC, and ALICE systems:
 - Five minutes before 8:00 a.m. if the shift starts prior to 8:00 a.m., or
 - At the start of their shift if it starts at 8:00 a.m. or after.

B. Availability

When assigned to cover a counter via the ALICE system, OAs will use the following to assist customers:

If customer contact occurs first via...	Then...
Phone,	<ul style="list-style-type: none"> • Change the ALICE status to “Busy”, and • Inform the back-up OA to be available.
ALICE,	Change the CSC status to “Not Ready”, using the Counter Service code (85). Note: Refer to the Customer Service Center standard practice for more information regarding counter/service codes.

VI. ALICE System

This section explains how to access the ALICE system and how to track customers using an electronic sign-in sheet.

A. Accessing Lync

In order for the OA to be available for customer contact, he/she must follow the steps below:

- Log in to the work station computer.
- Open the Lync icon and ensure the status is set to “Available”.

Note: If the OA is not assigned to cover a counter via the ALICE system, he/she will set the status in Lync to show “Busy”.

B. Daily Process for Accessing and Logging Off of the ALICE System

The computer used to access the ALICE system will require updates periodically. To ensure the updates occur, the Supervising Environmental Health Specialist or Land Use Services (LUS) clerk must follow the table below to log the computer on and off daily.

Step	Action
1	Access the ALICE computer using the following information: <ul style="list-style-type: none"> • User name: [REDACTED] • Password: [REDACTED]
2	Click on the "ALICE Directory" Icon from the computer desktop.
3	Sign out of ALICE system by tapping quickly on the "ALICE Virtual Receptionist" icon located in the lower left corner of the screen seven times.
4	To shut down the computer: <ul style="list-style-type: none"> • Swipe the right side of the screen, and • Select "power off".

C. Customer Sign-In Log

To ensure customers serviced via the ALICE system are tracked, the OA will need to complete a virtual sign-in sheet regarding each customer they assist using the following process:

Step	Action
1	Open the ALICE Sign-In Log from the "ALICE Virtual Receptionist" folder in the Common Drive.
2	Enter the following: <ul style="list-style-type: none"> • Date • Time in • Served by • Program (enter one of the following): <ul style="list-style-type: none"> – CEH – LUPP – MVC • Time out
3	Request the following information from the customer: <ul style="list-style-type: none"> • Name • Reason for the visit
4	Save the ALICE Sign-In Log as a .pdf document, using the file name "Hesperia Sign-In, mm-dd-yyyy, name of assisting OA" at the end of each work shift assigned to cover the ALICE system. Example: Hesperia Sign-In, 11-25-2014, M.Meza.
5	Send a copy of the .pdf file to the Supervising Office Assistant (SOA), with carbon copy (cc) to the Supervising Office Specialist (SOS). Note: The SOA/SOS will upload the document to the Confidential Drive in the "Hesperia ALICE Logs" folder.

VII. Resources

This section is regarding the resources available to staff addressing customer concerns, referring customers to technicians/inspectors, complaints, printing documents, and technical support.

A. Referring Customers

There will be times that customers will have needs that cannot be met by the OA. The table below explains how to refer the customer based on their specific needs.

If the customer needs to...	Then the OA will...
Speak to a supervisor,	Refer to section VII(B) in this standard practice (SP).
Speak with an inspector/-technician,	<ul style="list-style-type: none"> • Contact the inspector/technician via their county issued cell phone, and • Request them to come to the OA’s desk to assist the customer. <p>Note: When an inspector/technician is not available, contact the REHS III for the assigned program to assist the customer. If unavailable, take a message using the While You Were Out Form.</p>
Drop off documents, plans, etc.,	Refer the customer to give the documents to the LUS clerk to forward to the Hesperia Supervisor.
Make a payment,	Refer the customer to click on the “Make a Payment” button found in the ALICE system.

B. Complaints

When the customer needs to file a complaint regarding customer service, or is requesting to speak with a supervisor, the customer will be directed to the SOA via the ALICE system following the table below.

Stage	Description
1	The customer comes into the Hesperia office for assistance, and requests to speak with a supervisor due to a customer service issue.
2	The OA will: <ul style="list-style-type: none"> • Direct the customer to the SOA/SOS, as appropriate, via the ALICE system. • Inform the SOA/SOS of the customer complaint.
3	The SOA/SOS: <ul style="list-style-type: none"> • Ensures that he/she is logged in and available in Lync, and • Accepts the video conference once the dialogue box appears.

Note: In the event the customer does not want to speak to a supervisor via ALICE, the OA will contact the supervisor assigned to the office where the ALICE system is located for assistance.

C. Remote Printing

To better assist customers in an office where the ALICE system is being utilized, OA's will be able to print documents for customers by using a printer conveniently located next to the ALICE kiosk. The following table describes the process used by OA staff to remotely print documents to the ALICE kiosk area.

Stage	Description
1	The customer comes into an office utilizing the ALICE system for assistance.
2	The OA: <ul style="list-style-type: none"> • Determines that a form/document needs to be printed for the customer. • Chooses the appropriate form/document. • Selects the printer designated "ALICE", and clicks print.
3	The customer: <ul style="list-style-type: none"> • Retrieves the form/document from the printer located next to the ALICE kiosk. • Turns any documents into the Land Use Services (LUS) clerk.
4	The LUS clerk places all customer documents/plans in the vacant DEHS cubicle.
5	The Supervising REHS, assigned to the office will: <ul style="list-style-type: none"> • Retrieve all documents/plans submitted by the customer, and • Ensure documents are sent to the San Bernardino office for processing.

Note: To ensure the printer has paper and ink and is available for customer use, DEHS staff assigned to the office utilizing the ALICE system are responsible for filling the printer with paper each morning (at or prior to the start of business).

D. Remote Scanning

When it has been determined that a customer using the ALICE system will need to remotely scan a document to the OA, the following process will occur:

- The customer will:
 - Place the document face down on the scanner located next to the ALICE kiosk, and
 - Inform the OA once they have scanned all the necessary documents.
- The OA will:
 - Retrieve the document from the "[51 Hesperia Faxes](#)" drive, and
 - Communicate the receipt of the document(s) verbally with the customer prior to terminating the communication.

Note: The scanner has duplex capabilities to ensure dual-sided documents are scanned. If the document is one-sided, the customer will place the document face down.

E. Technical Support

There may be times when the ALICE system or printer does not respond. The following table describes the actions that will be taken when a customer experiences technical difficulties.

Stage	Description
1	The customer will report the issue to the LUS clerk.
2	The LUS clerk will contact the DEHS Automated Systems Analyst at his/her work cell phone number for immediate assistance.
3	The Automated Systems Analyst will work with staff assigned to the office utilizing the ALICE system, as well as provide remote technical support to resolve the issues.

F. Restarting the ALICE System

Periodically the ALICE system may freeze and become unresponsive, causing the customers to be unable to access DEHS staff. In the event that this occurs, the LUS clerk should follow the steps in the table below.

Step	Action
1	Press ctrl+alt+delete on keyboard.
2	Click "Task Manager".
3	Highlight the "ALICE Receptionist" task.
4	Click "End".
5	Restart application by following steps 1-2 in Section VI(B) of this Standard Practice (SP).

VIII. Procedure

This section provides an overview of the process for the use of the Alice Virtual Assistant system.

A. Process

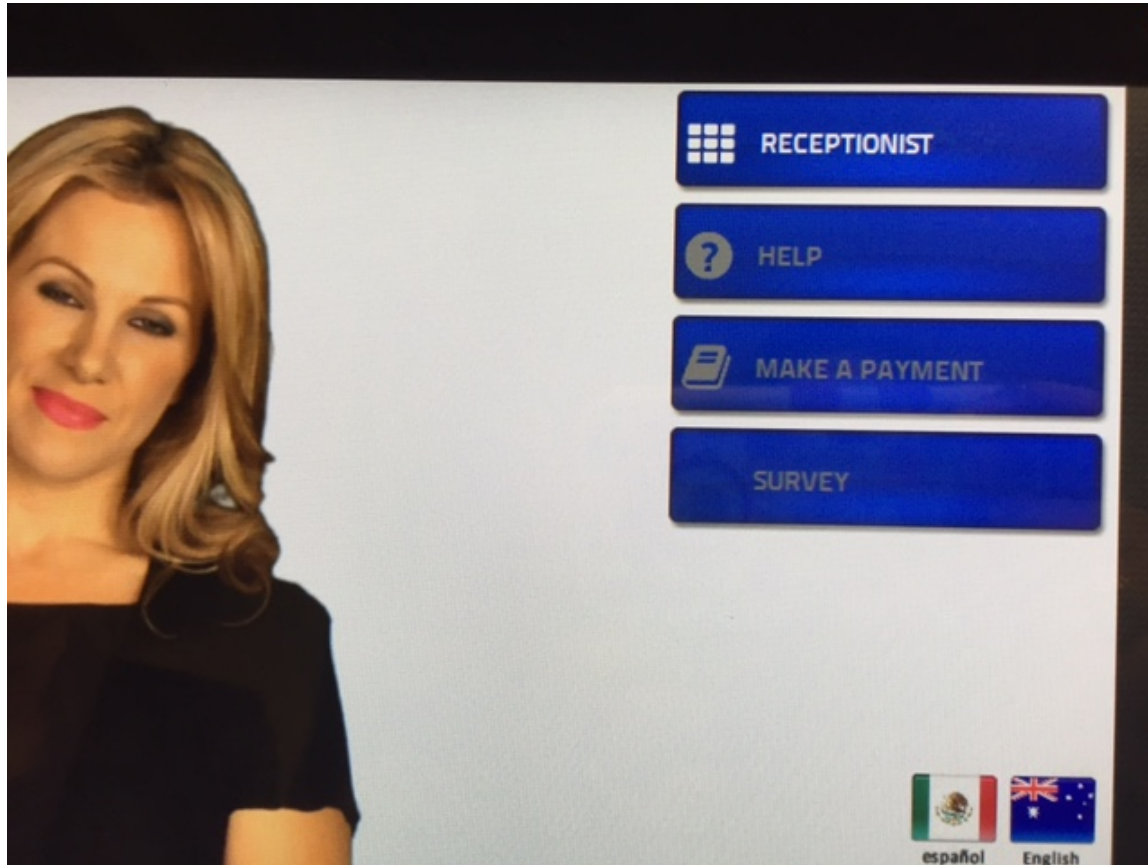
The table below shows an overview regarding how the ALICE system will be utilized to assist customers.

Stage	Description
1	The Customer: <ul style="list-style-type: none"> Approaches the ALICE kiosk, and Chooses the "Available" OA, using the touch screen.
2	The ALICE Virtual Assistant connects the customer to the OA.
3	The OA will: <ul style="list-style-type: none"> Accept the invitation from the ALICE system, and Assist the customer by referring to section VIII(B) of this standard practice.

B. OA Process

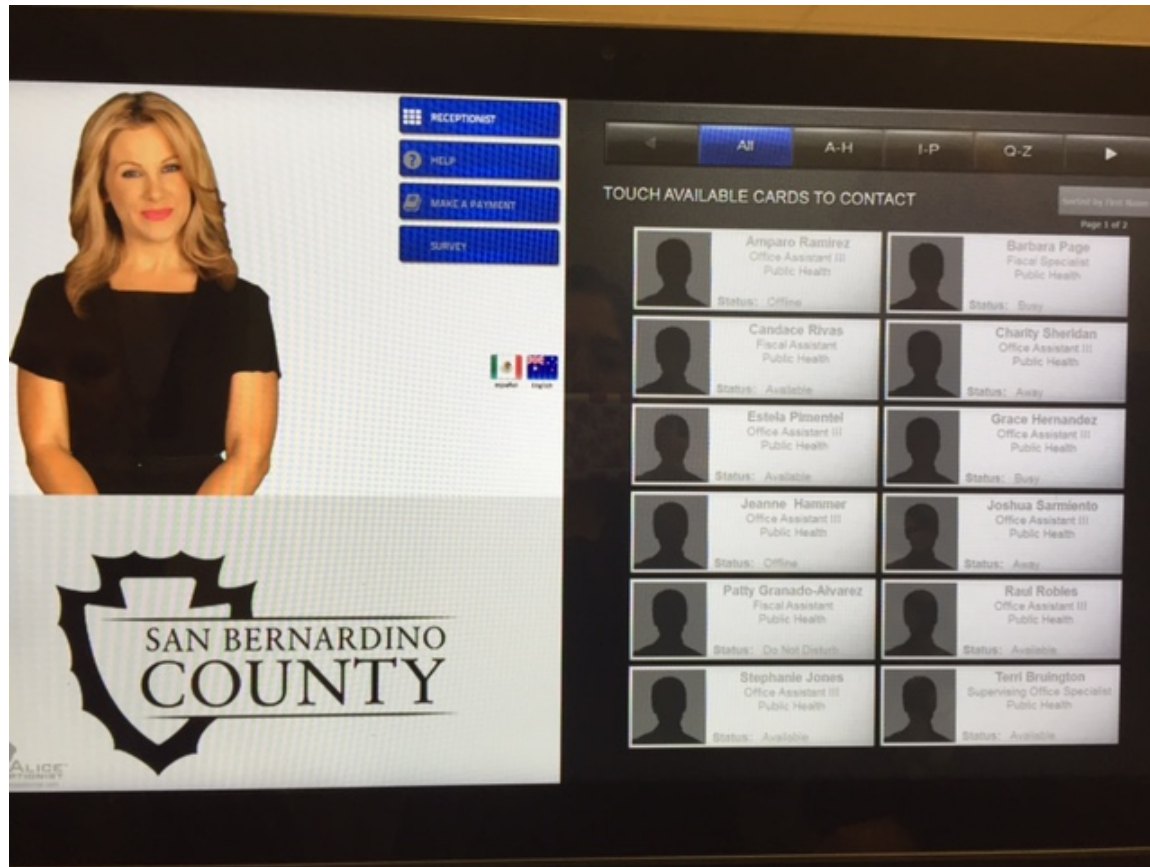
The table below explains the steps taken by the OA to assist customers who are seeking assistance via the ALICE system.

Step	Action
1	Click the green icon in the dialogue box to view the customer by initiating the ALICE video feature.
2	Choose "Start Video" from the "Video" tab allowing the customer to view the OA.
3	Greet the customer once the ALICE video feature has been initiated.
4	Obtain information for the ALICE Sign-In Log per section VI(C) in this standard practice.
5	Assist the customer with any questions/concerns.
6	Ask the customer to complete a customer service survey using the "Survey" button located in the ALICE system.
7	Close the video box once the conversation is complete.
8	Notate the ALICE Sign-In Log with the "Time Out" information.
9	Remove the "Not Ready" status in the CSC system.



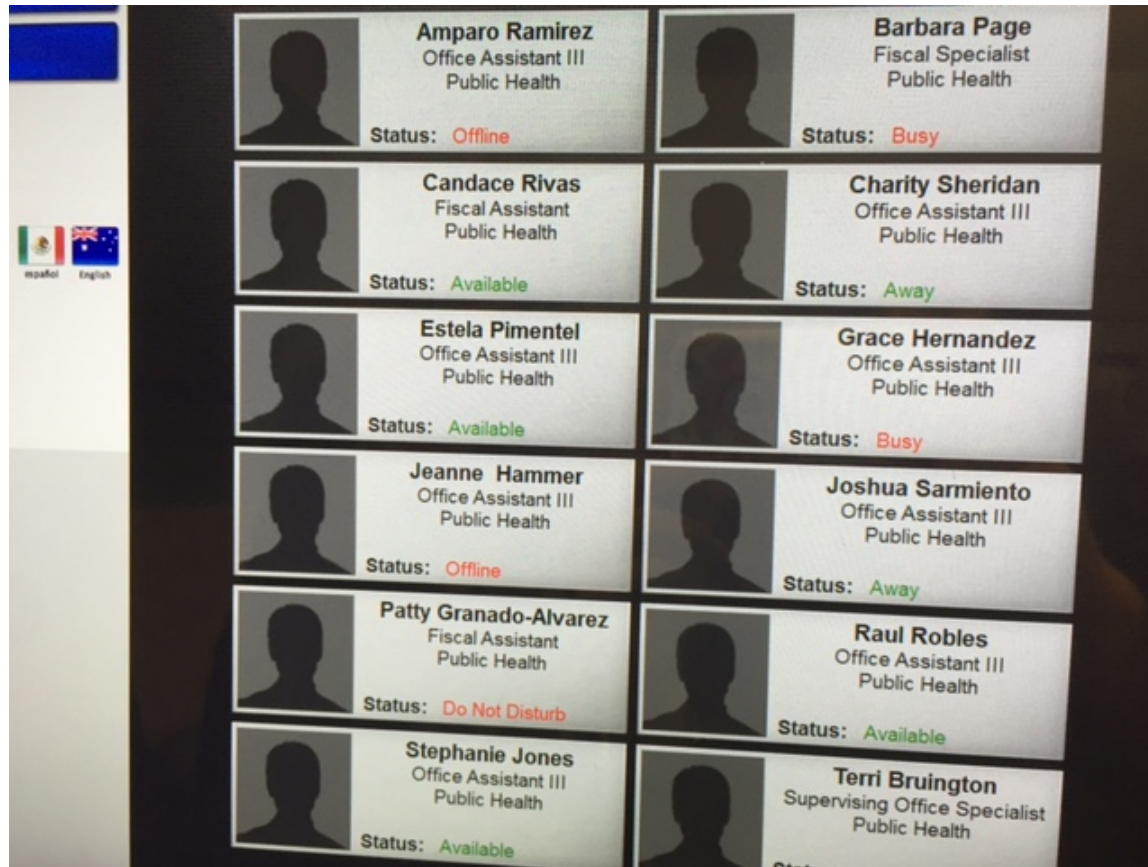
Meet ALICE (ALICIA)

This is the screen that our customers will see when they walk up to the EHS Self Help station.



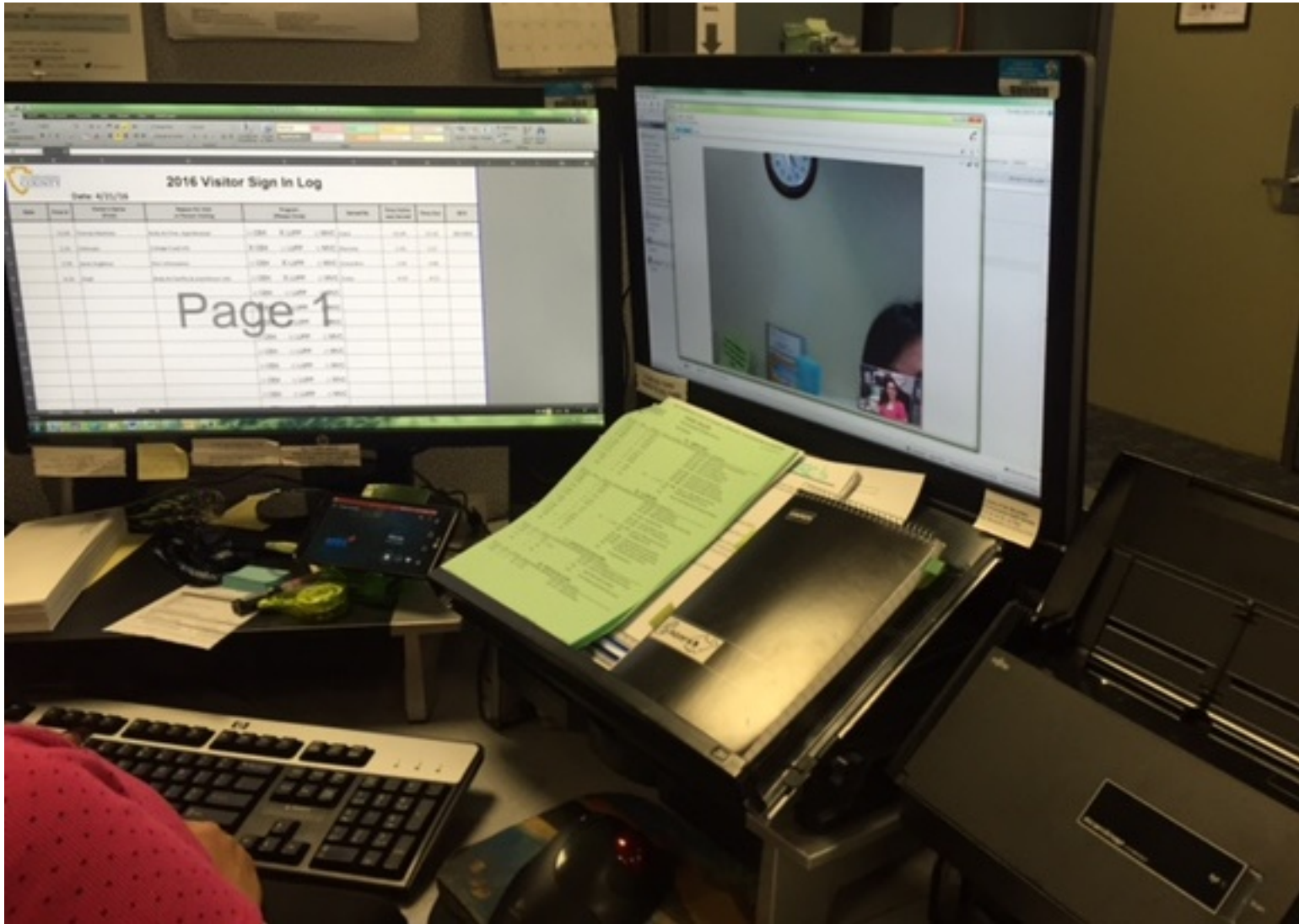
Listing of Staff Members

Alternate view



Status of Staff Members

If the customer attempts to contact a staff member who is **BUSY**, **DO NOT DISTURB**, etc. a message will pop up advising the customer of that staff member's current status.



View from Staff Person's Desk

1 2 3 4 5
Not at all
Comfortable
Extremely
Comfortable

2. How long was your wait before speaking with our customer service representative? *

Less than 1 minute
 Less than 3 minutes
 Less than 5 minutes
 Less than 10 minutes
 More than 10 minutes

3. How easy was it to connect with our customer service representative? Please use a 5-point scale, where 1 is Not at all Easy and 5 is Extremely Easy. *

1 2 3 4 5
Not at all Easy
Extremely Easy

4. If you used our online payment system, How convenient was it to make your payment online? Please use a 5-point scale, where 1 is Not at all Easy and 5 is Extremely Convenient.

1 2 3 4 5
Not at all Convenient
Extremely Convenient

5. How satisfied are you with the customer service experience? Please use a 5-point scale, where 1 is Not at all Satisfied and 5 is Extremely Satisfied *

1 2 3 4 5
Not at all Satisfied
Extremely Satisfied

6. How helpful was our customer service representative Please use a 5-point scale, where 1 is Not at all Helpful and 5 is Extremely Helpful. *

1 2 3 4 5
Not at all helpful
Extremely helpful

7. Is there anything else you would like us to know?

Make a Payment-Survey

The survey can be completed in a few minutes.