Deployment Communication
Customer Care Center

Background

Over the last couple years, several children services systems have been implemented which has caused additional requests to the Automated Systems Help Desk for access, training, technical assistance, and support. During the Ohio Children Services Technology Eco-System Stakeholder Assessment, two findings were:

- Unclear training and resources
- Inconsistent communication

Along with the need for improved communications and more clear training and resources, the
Office of Families and Children (OFC) Bureau of Automated Systems transitioned to Department of Children and Youth (DCY) changing the Automated Systems Help Desk (aka SACWIS Help Desk) to the DCY Children Services Customer Support Team causing the need to update emails and processes.

With the transition, increase in systems, and the findings of the Stakeholder Assessment, the Customer Care Center was created to help address concerns for access to systems, instructional material, and support along with streamlining previous processes.

Contents of Deployment

The Customer Care Center provides a new customer experience to support the DCY Children Services systems' users. Features of the Customer Care Center include:

- Obtain technical assistance on the system they are using.
- Receive real-time assistance through Live Chat.
- Request changes to functionality and reports.
- Request training.
- Submit a ticket to the DCY Children Services Customer Support Team.
- View and generate a report of tickets submitted through the Customer Care Center.
- Access the Knowledge Base.
- View the status of a ticket and view historical tickets.

Along with these features, processes have been streamlined to no longer require a problem report or Automated Systems Sensitive Data Correction Request form for ticket submission.

Deployment Details

The deployment into production will occur on February 9, 2024.

Once implemented, SACWIS_Help_Desk@childrenandyouth.ohio.gov will retire, and the link to the Customer Care Center will be placed in DCY systems. All tickets and contact with the DCY Children Services Customer Support team will occur through the DCY Customer Care Center. Users will have access based on their OHID. After the deployment, we encourage users to only call the Children Services Customer Support team when they need to report system outages or have urgent needs.

Deployment Resources
Customer Care Center User Guide: User Guide

If you have additional questions pertaining to this Deployment Communication, please contact Children Services Customer Support at SACWIS_ACCESS@childrenandyouth.ohio.gov Monday through Friday, 8:00am to 4:30pm, excluding Holidays.