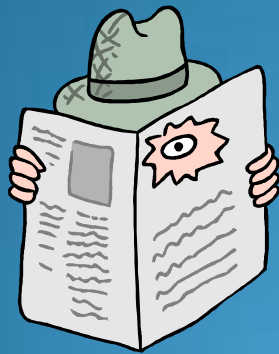


Behind the Scene at the Help Desk(s)...there's more than one. Who knew!!



What do they do?
What can I expect?

LAN Administrator's Training Conference
October 25-27, 2011

Agenda

OTDA CRC

- ▶ Who we are
- ▶ 1-800-342-3010
- ▶ Hours availability
- ▶ Common Issues



OFT CCC

Who we are.....



Supervisor –

Susan Bixby

Staff -

Lenore Guay

Sharon Perham

Phone operator - Tammy Wells



Upstate Help Desk - 800-342-3010
Hours of Operation – 7:30 to 4:30

System Availability

WMS

M – F	7 am – 9 pm
Sat.	7 am – 7 pm
Sun.	7 am – 7 pm

BICS

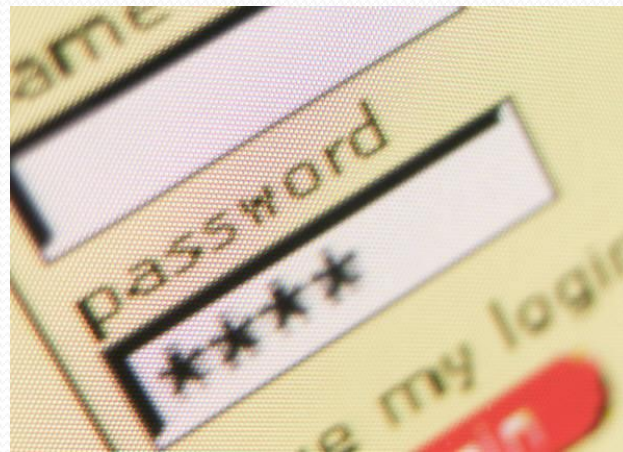
M – F	6 am – 7:45 pm
Sat.	6 am – 6:45 pm
Sun.	7 am – 6:45 pm

This also applies to Holidays unless otherwise notified.

WMS/BICS Top Issues

- ▶ BICS error '0004' Transaction error on closing
- ▶ File restores for BICS – information needed
- ▶ RFI Flags – sometimes get left behind
- ▶ Case stuck in pending status
- ▶ Functionalities – what's needed to do what
- ▶ EBT Benefits – payee importance
- ▶ CIN Un Dups – which one to retain
- ▶ Network Availability – schedule

What we cannot do.....



We cannot reset HSEN or WMS passwords.....

New Features and Processes

- ▶ Shared mailbox for reporting issues
- ▶ Place to track Statewide issues
- ▶ Distribution List for email alerts

We welcome your suggestions



Questions?



Now to the OFT Customer Care Center.....