

## **Omega World Travel Service Improvements for Travel**

Based on a recent survey of the Department of the Interior (DOI) travelers, the issue of telephone performance has frequently been raised. Omega World Travel (OWT) currently uses 15 call centers and 43 different telephone numbers. The existing call center telephones are stand-alone telephone lines that are not and cannot be linked with other call centers. This set up has resulted in long hold times, and at times poor telephone service. The Department has focused on the telephone service and concluded a transformation is necessary.

We would like to advise you of the future steps we have planned to assure better service.

- Consolidate the existing structure of OWT call centers and on-site offices into three large call centers.
- Close existing on-site facilities in Washington, DC; Reston, VA; and Denver, CO. (The Boise, ID on-site dedicated to the Fire community and the on-site facility in Anchorage, Alaska, would continue to remain in place.)

This process should be completed by May 2, 2003. Implementing this new configuration will not change or disrupt telephone service. In fact, OWT is implementing an enhanced 800-number phone system that will be able to distribute calls evenly in real time among all three call centers to capitalize on volume while maintaining optimum operating efficiency. As a result, DOI will get better service because calls will be routed away from overloaded centers during peak hours or during an emergency. The enhanced system will give OWT the flexibility to adapt to situations as they arise and make changes to the pre-selected routing plan in less than five minutes to maintain continuous service levels.

The Department and OWT are working closely and collaboratively to implement the most viable procedures to carry out this commitment to you. These changes will strengthen the current travel service delivery infrastructure and also prepare DOI for E-Travel.