

Additional Features

Because the Customer Management Tool is Internet-based, it allows interoperability between installations and headquarters.

- ◆ Counselors may provide counseling services at any education center once they are added to the counselor access list.
 - Counselors have oversight of customers waiting.
 - Counselors move customers from the waiting to the service area and sign them out .

- ◆ The region can view customers waiting and those serviced at all education centers within the region to ensure proper usage and address problems with the system.



ACES SERVICE CENTERS

Relevant & Ready

IMCOM ACES

GUIDE TO IMCOM ACES CUSTOMER MANAGEMENT TOOL (CMT)

SERVICES

- ◆ Directs customer traffic
- ◆ Enables counselor oversight of the waiting area
- ◆ Encourages greater customer feedback
- ◆ Provides hard statistical data for:
 - Reports
 - Improved Services

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IMCOM ACES CHANGES

- **Reorganization** into ACES Service Centers (hubs) that service one or more satellite centers or locations.
- **New business practices** that allow for the most efficient and effective service to the customer, while utilizing leading-edge technology.
 - ◆ **CollabWorx (CWx)**, a collaborative meeting and training tool to enhance communication between education centers.
 - ◆ **IMCOM Army Education Website**, providing convenient, online services to customers.
 - ◆ **Customer Management Tool (CMT)**, providing management of customer traffic, a means for additional customer feedback, and accurate statistical data for reports and service improvements.

CMT Requirements

- ◆ NETCOM/DOIM approval
- ◆ Dedicated PC with static IP address for customer interface
- ◆ No customer access to any site other than the CMT sign in screen
- ◆ User access list to control usage and the level of access
- ◆ Staff access authenticated through AKO

Customer Sign In Screen

- ◆ Customer is prompted to fill in title, name, phone number, email address, status, branch, unit, and reason for visit
- ◆ If the customer has filled in the information in a prior visit, all of the fields automatically fill once the name has been entered. The customer will verify that the information is correct.
- ◆ Customer asked if s/he has an appointment, and if yes, selects the name of the counselor from a drop down list
- ◆ Customer offered to join a Listserv to receive current ACES information
- ◆ ICE link is sent to customer's email upon pressing the "Submit" button

Counselor Screen

- ◆ Counselors view the names of customers who are currently waiting to be serviced.
- ◆ Once the customer enters the counselor's office, the counselor will move the customer's name from the waiting to the service area.
- ◆ Upon completion of the counseling session, the counselor will sign the customer out.

Statistical Data

Statistical data is used to provide information for reports, to defend manpower and need for resources, as well as to determine future service improvements such as change in operational hours to meet customer needs, required appointments, etc. Queries are available to provide figures and create charts for:

- ⇒ Wait times
 - ⇒ Service Times
 - ⇒ Reasons for visits
 - ⇒ Customers who leave without being seen
 - ⇒ Peak service hours
 - ⇒ Averages by installation, ACES Service Center or region
 - ⇒ Combinations of data
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