

Agencies will develop an internal customer service policy which, at a minimum, reflects the elements outlined in the [Enterprise Customer Service Standards policy](#). Agency policies must be submitted to the Department of Administrative Services, along with the agency's customer service KPMs, for review prior to implementation.

All agency policies and supporting materials must be submitted to [strategic.initiatives@das.oregon.gov](mailto:strategic.initiatives@das.oregon.gov) by March 31, 2025. The following criteria will be used when reviewing agency policies.

All agency customer service policies must:

**Define what customer service means at the agency**

- Identify the agency's core customers
- Define "professional workplace communication" and agency expectations for it
- Define "customer service" and what supporting its quality means at the agency
- Describe where the agency has chosen to outline its customer service strategy
- State where the public can access the policy (if on the agency website or elsewhere)
- Provide a single point of contact for matters related to the policy

**Provide information to support customer accessibility**

- State that agency will ensure accessibility in compliance with ADA and EIS e-Government guidance
- Describe extent agency will provide alternative languages and universal communication options
- State that contact information will be updated on websites, including:
  - Phone numbers
  - Walk in service locations (with address(es))
  - Mailing address(es)
  - Operating hours
  - Instructions for scheduling agency services
- Specify the agency's minimum operating hours for customer-facing services

**Outline customer service performance expectations and improvement processes**

- Establish agency expectations for customer service performance
- State that agency will acknowledge customer communications within one business day
- Outline processes to monitor and improve customer service performance
- Specify how agency will use service level goals to manage quality of contact center services
- Describe a process for ensuring contact information on website stays updated