



# Customer Service Interactive Flowchart

Select the Appropriate Areas:

Clear Previous Values

- |   |   |  |
|---|---|--|
| <input type="checkbox"/> Attenuators                | <input type="checkbox"/> Lighting         | <input type="checkbox"/> Signals                       |
| <input type="checkbox"/> Bridge                     | <input type="checkbox"/> Pavement Marking | <input type="checkbox"/> Signing                       |
| <input type="checkbox"/> Drainage                   | <input type="checkbox"/> Pavement Surface | <input type="checkbox"/> Traffic Control In Work Zones |
| <input type="checkbox"/> Flashers                   | <input type="checkbox"/> Radio            | <input type="checkbox"/> Winter Events                 |
| <input type="checkbox"/> Freeway Management Devices | <input type="checkbox"/> Roadsides        |  |
| <input type="checkbox"/> Highway Incidents          | <input type="checkbox"/> Shoulders        |  |

## Description and Benefit

The Customer Service Online Resources were created to aid customer service reps in their daily tasks. One of the resources developed is an Interactive Flowchart aimed at helping determine priority while filling out a call report. The tool provides categories with check box options in which reps can continue to choose options that accurately describe the customer's concern until a priority determination is reached. The language provided for the interactive flowchart is consistent with the IRP, yet laid out in a simpler way to make it easier for reps to read. This tool allows for all information to be accessed in one central location making it simpler for reps to sort through information.

## For More Information Contact

**Central Office – Communications**

Katelyn Plassmeyer at [Katelyn.Plassmeyer@modot.mo.gov](mailto:Katelyn.Plassmeyer@modot.mo.gov) or 573-469-5665.

**Central Office – Communications**

Taylor Brune at [Taylor.Brune@modot.mo.gov](mailto:Taylor.Brune@modot.mo.gov) or 573-508-7241.