Xerox Cardholder Customer Service Interactive Voice Response (IVR) Changes

Beginning *9/18/2015* Xerox Cardholder Customer Service <u>**1-800-997-2555**</u> voice recording will have new features.

Additional languages-
The Cardholder Customer Service IVR will be available in 6 additional languages besides English and Spanish.

- Portuguese (Press 3)
- Cantonese (Press 4)
- Vietnamese (Press 5)
- Russian (Press 6)
- Haitian (Press 7)
- Khmer (Press 8)

If a client elects to speak to a customer service representative (CSR), the call will be transferred to an English speaking CSR. The CSR will be able to see on their screen a language indicator (sent by the IVR) for the caller, e.g. Russian. Before answering the call, the CSR will patch in a Russian-speaking person from their language line service for translation during the call. The CSRs have the ability to identify the language at the time of transfer and are able to assist in that language.

Personalization –
- Once a client has called Cardholder Customer Service twice from the same phone number on the same card number, the IVR system will link the phone number with the card number. On the third and subsequent calls, the client will be prompted to enter the last 4 digits of their card number. They will no longer need to enter the full 18 digits when calling from that phone number. After entering the last 4 digits of the card number, the client will be prompted to enter their PIN as a security measure. This is the same PIN used to make SNAP purchases. Every call thereafter from the same phone on the same card number will require the PIN entry after the last 4 digits of the card number are entered.
- The IVR system will link up to three card numbers to one phone number for those instances where there are multiple cardholders using the same phone number.

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Forgotten PIN –

- If a client has forgotten their PIN and calls to select a new PIN, the following will occur.
    - ○ If the card number and phone number are linked in the system, the client will be prompted to enter the last 4 digits of the card number and then their PIN. If they don't enter the PIN, the response will be "We did not receive your entry. Please try again. Please enter your PIN."
    - ○ If the client doesn't enter their PIN after the second request, they will be prompted to enter the full 18 digit card number. After entering the card number, the account balance(s) will play followed by the main menu including option **2**, "To select a new PIN". After selecting 2, the client will be prompted to enter the last 4 digits of their Social Security Number and their date of birth before selecting a new PIN.

Incorrect PIN –

- If a client enters an incorrect PIN, the following will occur.
    - ○ The client will be prompted to enter the last 4 digits of the card number and then their PIN. If they enter the incorrect PIN, the response will be "Your card number and PIN do not match. Please enter your PIN."
    - ○ If the client enters the incorrect PIN the second time, they will be prompted to enter the full 18 digit card number. After entering the card number, the account balance(s) will play followed by the main menu including option **2**, "To select a new PIN". After selecting 2, the client will be prompted to enter the last 4 digits of their Social Security Number and their date of birth before selecting a new PIN.

Password enhancement –

- Currently clients that need additional security to prevent unauthorized access to their account information may request a password. Staff with EPPIC security access (roles: TAO MGMT, CIS Operator, EBT Liaison) can generate the random 8 character password on the EPPIC Recipient Information Management screen. They can also remove the password at the client's request. This process hasn't changed.

- With the enhancement, immediately after entering the card number, the Cardholder Customer Service interactive voice response (IVR) will request the caller to enter their password. If the caller doesn't enter the password or the password doesn't match, the caller will be requested a second time to enter the password. If the correct password isn't entered the caller will be told that they have exceeded the maximum number of attempts to enter a valid password and to contact DTA.

- This enhancement prevents an unauthorized caller from hearing the account balance(s), changing the PIN or cancelling the card. No account information will be available to the caller.