

## **INFORMATION BULLETIN**

**We have recently made changes to our customer service ticketing system.**

### **GOAL:**

- Streamline our customer service ticketing.
- Make our customer service tickets more easily understandable.
- Improve our ability to monitor customer volume.

### **THINGS YOU WILL NOTICE:**

- New ticket labels make the customer service tickets more easily understandable.
- New numbering ranges for all services. We have changed from a 3 digit format to a 4 digit format.
- Self Service Kiosk that provides an additional option for our customers to obtain a customer service ticket.

### **SELF TICKETING KIOSK HIGHLIGHTS:**

- The kiosk can issue a service ticket to see any of the Development Service partners.
- Most available services can be accessed by obtaining a service ticket from the kiosk.
- In many cases our reception staff is providing services that can take several minutes causing other customers to wait to obtain their service ticket. The kiosk will allow many customers to bypass waiting to speak with our reception staff simply to obtain a customer service ticket.

# NEW CUSTOMER SERVICE TICKET LAYOUT

Each ticket will have a letter designating the Development Services partner that the ticket is issued to receive service from. For example “B” represents the Building Dept.

Each ticket will have a unique numbering range based on the specific service for which the ticket is issued for. I.E. “1101”

Each ticket will describe the service counter that you should expect your ticket to be called by. I.E. “Building Counter”

Each ticket will describe the service as selected. I.E. “Single Family Alteration”

## Sample “Service Ticket”

Welcome to City of San Jose  
Development Services

“B 1101”

Your number will be called by  
“Building Counter”  
for “Single Family Alteration”  
as soon as possible.

## Service Ticket Identification

### Ticket Numbering Ranges & Responsible Counter

#### Ticket Letter Index

B	=	Building Dept
P	=	Planning Dept
R	=	Receptionist
W	=	Public Works Dept
F	=	Fire Dept
E	=	Expedited Appointments
S	=	Misc Issue / Supervisor
C	=	Code Enforcement Dept

B	1000	1099	Building Inspector
B	1100	1299	Building Counter
B	1300	1399	Building Submission
P	2000	2099	Planning Counter
P	2200	2299	Planning Dept Appts
R	6000	6199	Receptionist Counter
W	7000	7199	Pub Works Counter
F	8000	8199	Fire Counter
F	8200	8299	Fire Unit Appointments
E	1800	1899	Express Appointments
E	1900	1999	Building Expedited Permit Issuance
S	1400	1499	Misc Building Services
C	4000	4099	Code Compliance Counter