National Finance Center
Operational Notification

NFC Phone System Update

October 10, 2018

Dear Customer:

This notification is to inform all customers that the National Finance Center (NFC) is making significant improvements to our current phone system. Effective October 11, 2018, NFC is migrating to a new phone system that services all customer point-of-contact 800 numbers. This includes the NFC Contact Center (NCC) phone number of 1-800-NFC-4GOV (1-855-632-4468), the Direct Premium Remittance System (DPRS) phone number of 1-800-242-9630, and the Operations and Security Center (OSC) phone number of 1-800-767-9641.

This new cloud-based, state-of-the-art customer contact center solution will provide NFC customers with enhanced features that have not been available since our existing phone system was damaged in a 2017 weather event. The new system provides the ability to scale as needed by adding additional lines for agents on demand. We want to ensure that our customers know that phone numbers will not change with this implementation. You, our customers, will not need to change your processes.

This modernization effort will improve customer experience by utilizing state-of-the-art features and provide enhancements that customers will notice, such as stated queue information. For customers that are waiting to speak to an agent, we will be able to provide information on where the customer is in the queue and the expected wait time.

The new system will also include features that customers may not notice, but will provide greater flexibility in providing services, as well as innovation needed to deliver efficient, world-class customer service. One of the major enhancements in this area is the ability for agents to service customers from multiple simultaneous locations. In an unexpected circumstance, such as a known upcoming COOP event, agents will be able

to log in from the Alternate Work Site (AWS) while onsite employees are logged in at the NFC primary location.

NFC will have the ability to record calls allowing for better call handling and quality management. The solution is FedRAMP authorized which provides confidence in the security of cloud technologies.

This is only the first phase of this project, and in the future we plan to implement additional features that will provide even greater service to our customers. An example of these features would be Integrated Voice Response (IVR) and self-service features allowing customer to retrieve information without the need to speak to an agent.

Federal employees with questions concerning this notification should contact their Servicing Personnel Office. Authorized Agency Representatives with questions concerning this notification should contact the NCC at 1-855-NFC-4GOV (1-855-632-4468); or via ServiceNow at https://nfcerp.service-now.com/ess/. Insurance customers with questions regarding this notification should contact the appropriate specialized insurance help desks at: DPRS 1-800-242-9630 or nfc.dprs@nfc.usda.gov, Centralized Enrollment Clearinghouse (CLER) at nfc.cler@nfc.usda.gov, or Tribal Insurance Processing System (TIPS) at TipsOperations@nfc.usda.gov.