

Introducing the new Customer Service Center

Through the Customer Service Center, the Ohio Office of Information Technology utilizes best practices to record, route, and manage the timely response to all technical support service requests.

QUICK GUIDE

E-mail csc@ohio.gov

Toll Free (877) 644-6860

Local (614) 644-6860

What The Customer Service Center Provides

On a daily basis, the Customer Service Center provides assistance with:

- Request fulfillment
- Incident management
- Information requests
- Token resets
- Service notifications and alerts

What To Do

When contacting the Customer Service Center be prepared to provide required information:

- Necessary contact information
- Service affected
- Detailed description of the issue
- Urgency (*i.e. service degradation, partial functionality or total work stoppage*)
- Impact (*i.e. one user, one site, or multiple sites*)

Benefits

The Customer Service Center:

- Offers customers a central point of contact for OIT communications.
- Allows for two-way communication between OIT and customers.
- Provides progress documentation during incident resolution.
- Offers automated escalation for issues that are not resolved timely.

