

ALASKA'S DIVISION OF CORPORATIONS, BUSINESS AND PROFESSIONAL LICENSING ON AUTOMATING COMPLAINTS

Overview:

Alaska's Division of Corporations, Business and Professional Licensing, under the Department of Commerce, Community and Economic Development, provides the centralized investigative unit for the department. Their investigative staff receives complaints for all boards under the department—from contractors' boards to medical boards.

Agency Transformation Phase: 3, Customer Service

Opportunities and Solutions

Opportunity: The division received a lot of junk complaints and incomplete complaints. Handling these complaints took time, costing the agency wasted staff time.

Solution: Website Portal

GL Solutions created an online website portal to help them manage complaints. The portal:

- Decreases incomplete complaints by forcing individuals to completely fill out online forms
- Enables the public to enter complaints themselves, saving staff time
- Supports a paperless office, meaning less staff spent entering paper forms manually
- Places the complaints in the appropriate work queue for each investigator
- Uploads any type of documentation with the complaint, such as video, image or Word document.

Opportunity: Tracking cases, including staff assignments and staff productivity.

Solution: BI Reports

Reports built into GL Suite enable the division to see the assignments for each staff member, as well as how long cases remain inactive. The Microsoft Business Intelligence reports help the division measure staff efficiency and pinpoint any bottlenecks in the process.

Dashboards in GL Suite show all the relevant information—case number, case priority, intake date and more.

Links:

[Case Management System](#) | [Case Management Solutions \(glsolutions.com\)](#)