

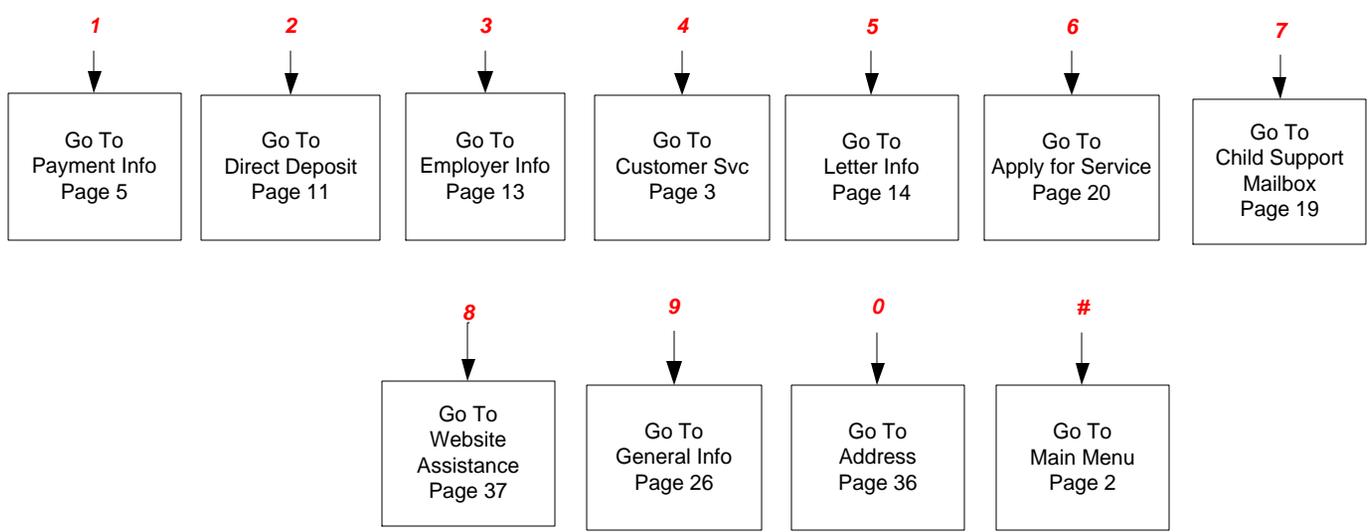
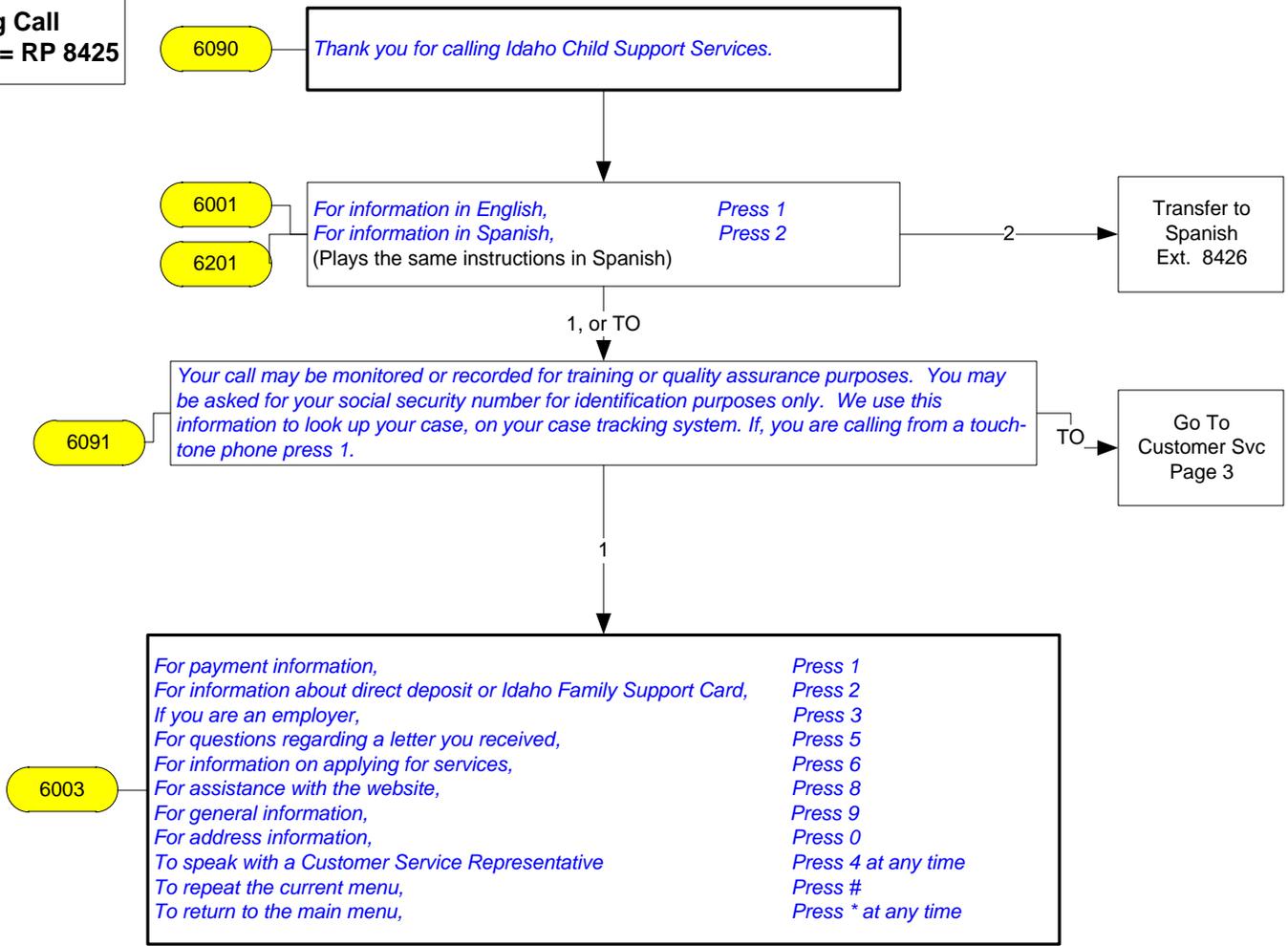
# Idaho Child Support Services IVR Script

June 14, 2013

	<i>Main Menu.....</i>	<i>2</i>
	<i>Customer Service.....</i>	<i>3</i>
	<i>Message Form.....</i>	<i>4</i>
	<i>Payment Info.....</i>	<i>5</i>
	<i>Payer Payments.....</i>	<i>6</i>
	<i>Mail Pay History Form.....</i>	<i>7</i>
	<i>Fax Pay History Form.....</i>	<i>8</i>
	<i>Payee.....</i>	<i>9</i>
	<i>Payee Payments.....</i>	<i>10</i>
	<i>Direct Deposit.....</i>	<i>11</i>
	<i>Direct Deposit Form.....</i>	<i>12</i>
	<i>Employer Info.....</i>	<i>13</i>
	<i>Letter Info.....</i>	<i>14</i>
	<i>Lien Info.....</i>	<i>15</i>
	<i>Suspension Info.....</i>	<i>16</i>
	<i>Tax Offset Info.....</i>	<i>17</i>
	<i>Unemployment Benefit Info.....</i>	<i>18</i>
	<i>Child Support Mailbox.....</i>	<i>19</i>
	<i>Apply for Service.....</i>	<i>20</i>
	<i>Service Mail Form.....</i>	<i>21</i>
	<i>Survey/Complaint.....</i>	<i>22</i>
	<i>Complaint.....</i>	<i>23</i>
	<i>Recognition.....</i>	<i>24</i>
	<i>Survey.....</i>	<i>25</i>
	<i>General Info.....</i>	<i>26</i>
	<i>Enforcement.....</i>	<i>27</i>
	<i>Interstate.....</i>	<i>28</i>
	<i>Locate.....</i>	<i>29</i>
	<i>Electronic.....</i>	<i>30</i>
	<i>Non IV-D Services.....</i>	<i>31</i>
	<i>Medical Insurance.....</i>	<i>32</i>
	<i>Modification.....</i>	<i>33</i>
	<i>Paternity.....</i>	<i>34</i>
	<i>TAFI.....</i>	<i>35</i>
	<i>Address.....</i>	<i>36</i>

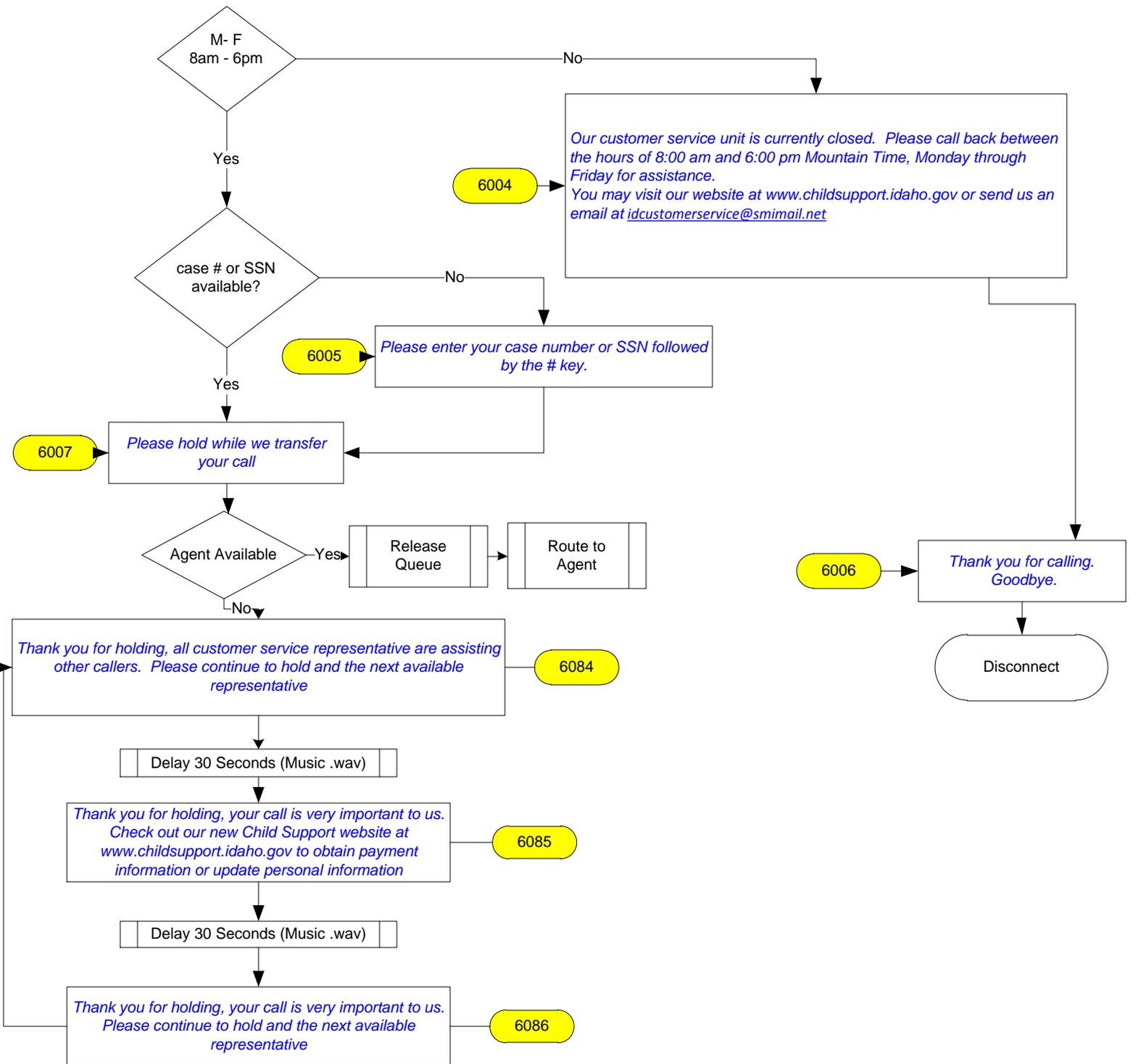
# Main Menu

Incoming Call  
208-914-2121 = RP 8425



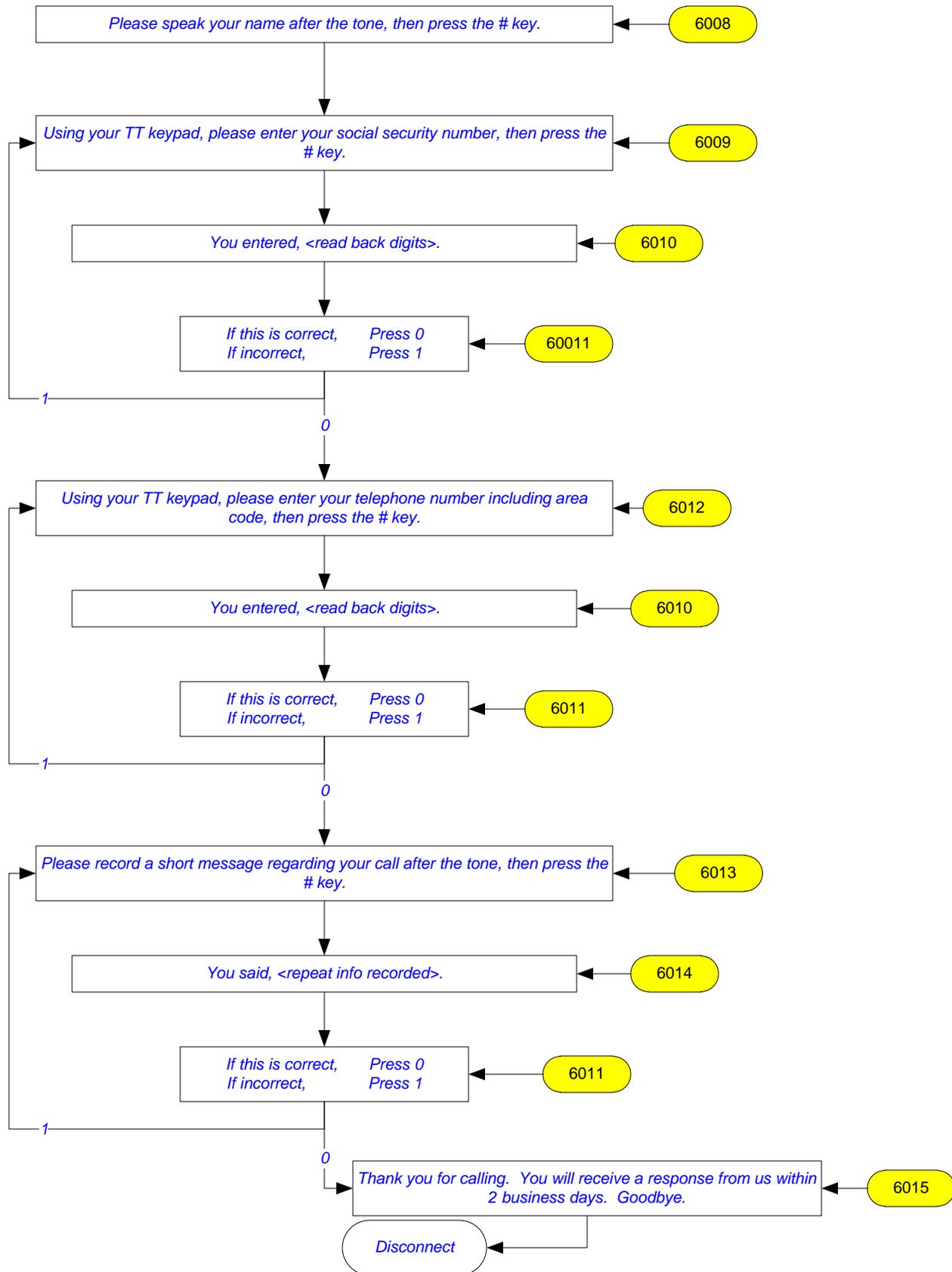
**NOTE:**  
 No response at most menu choices will route caller to a prompt offering CSR assistance.  
 Unsuccessful attempts generally result in a playback of the current menu.  
 # repeats current menu  
 \* will return to Main Menu

# Customer Service

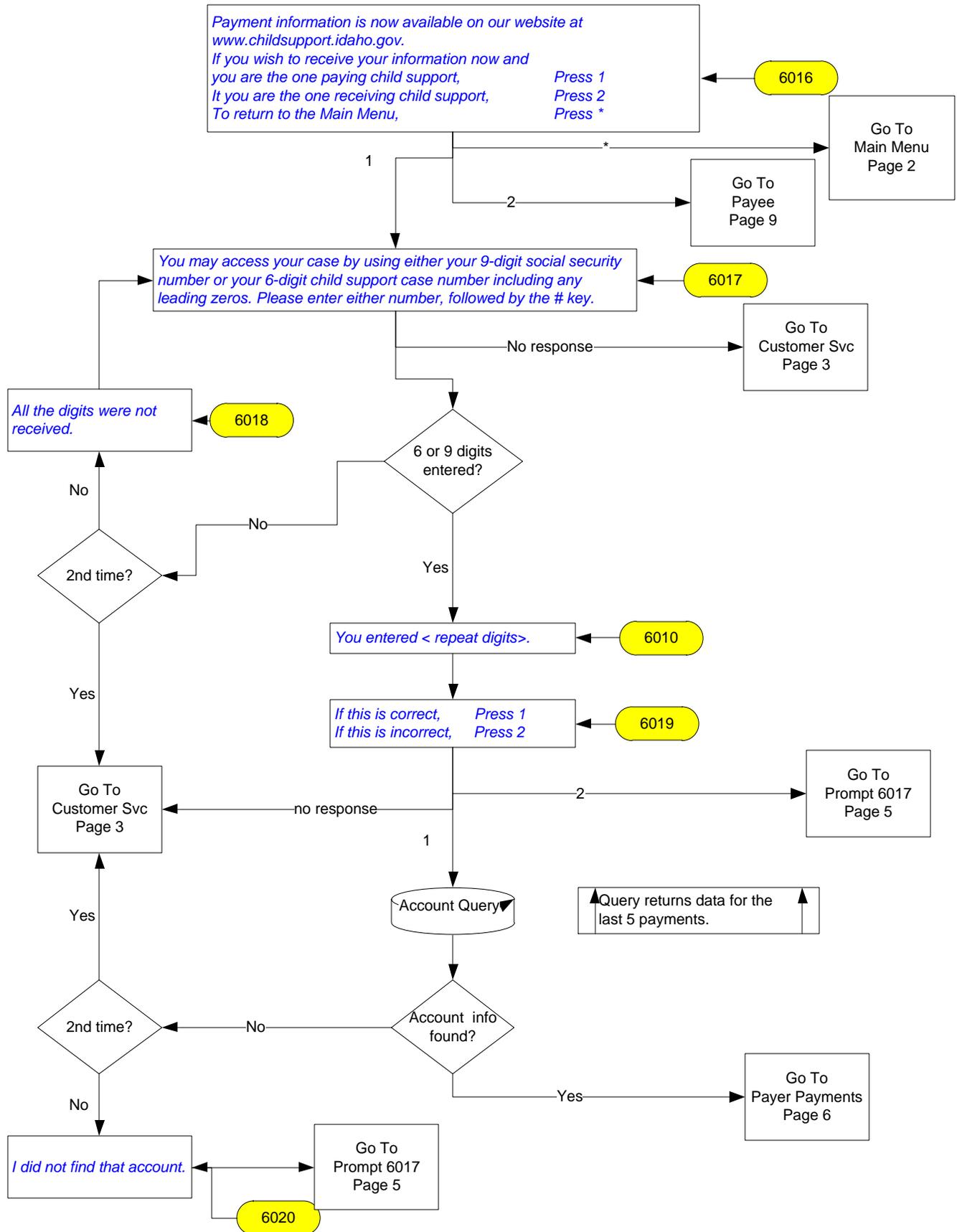


Screen Pop will occur on agent's desktop when call is answered

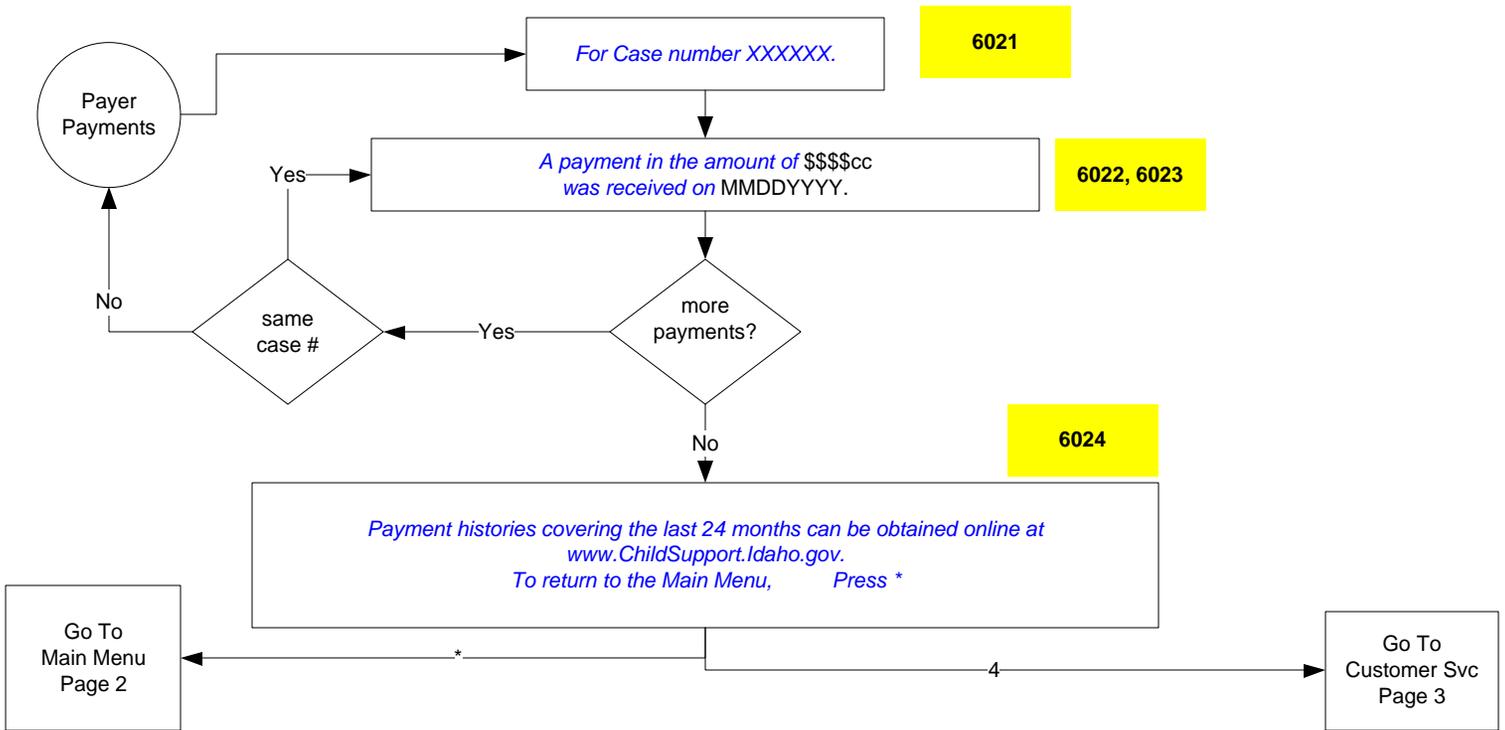
# Message Form



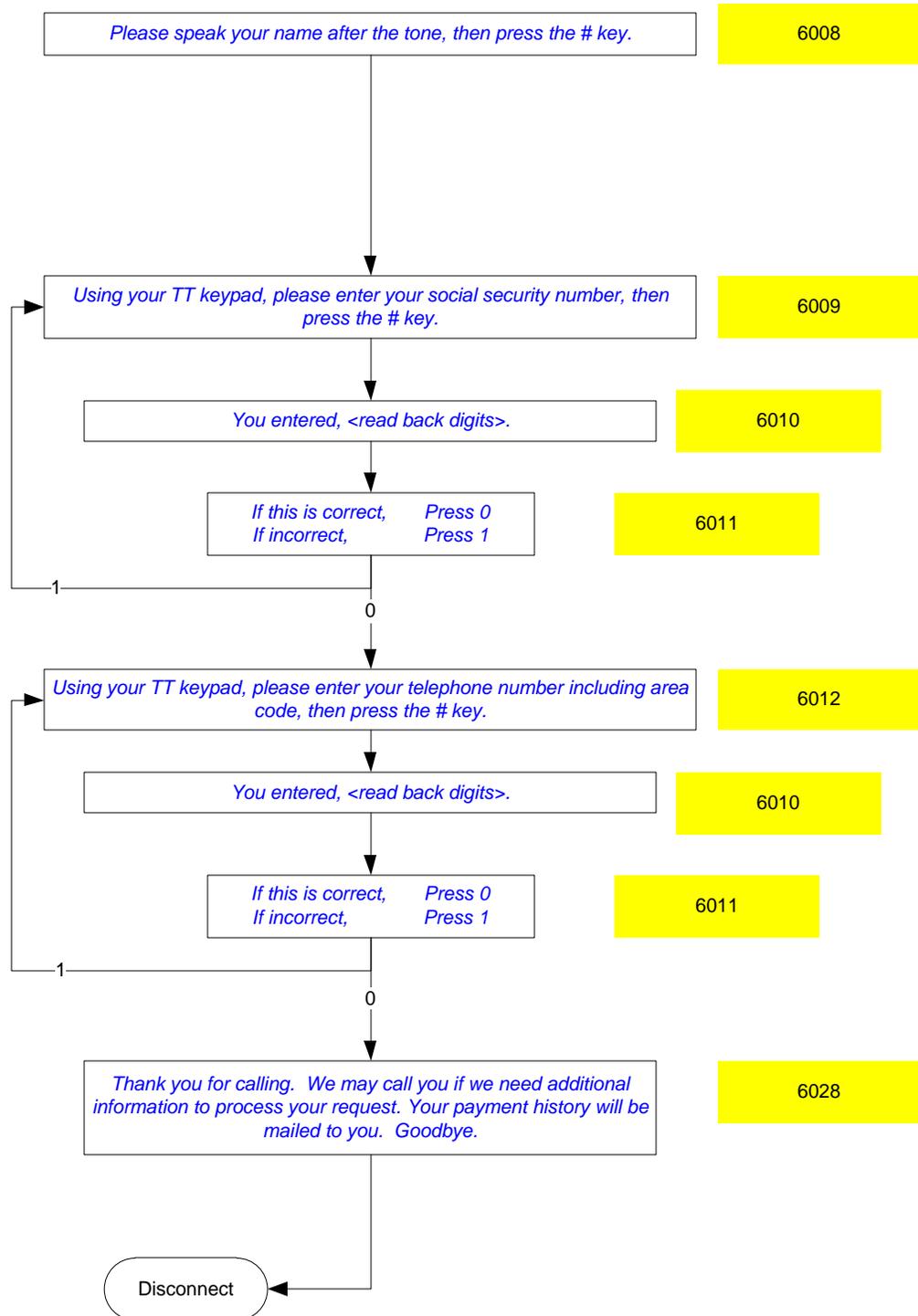
# Payment Info



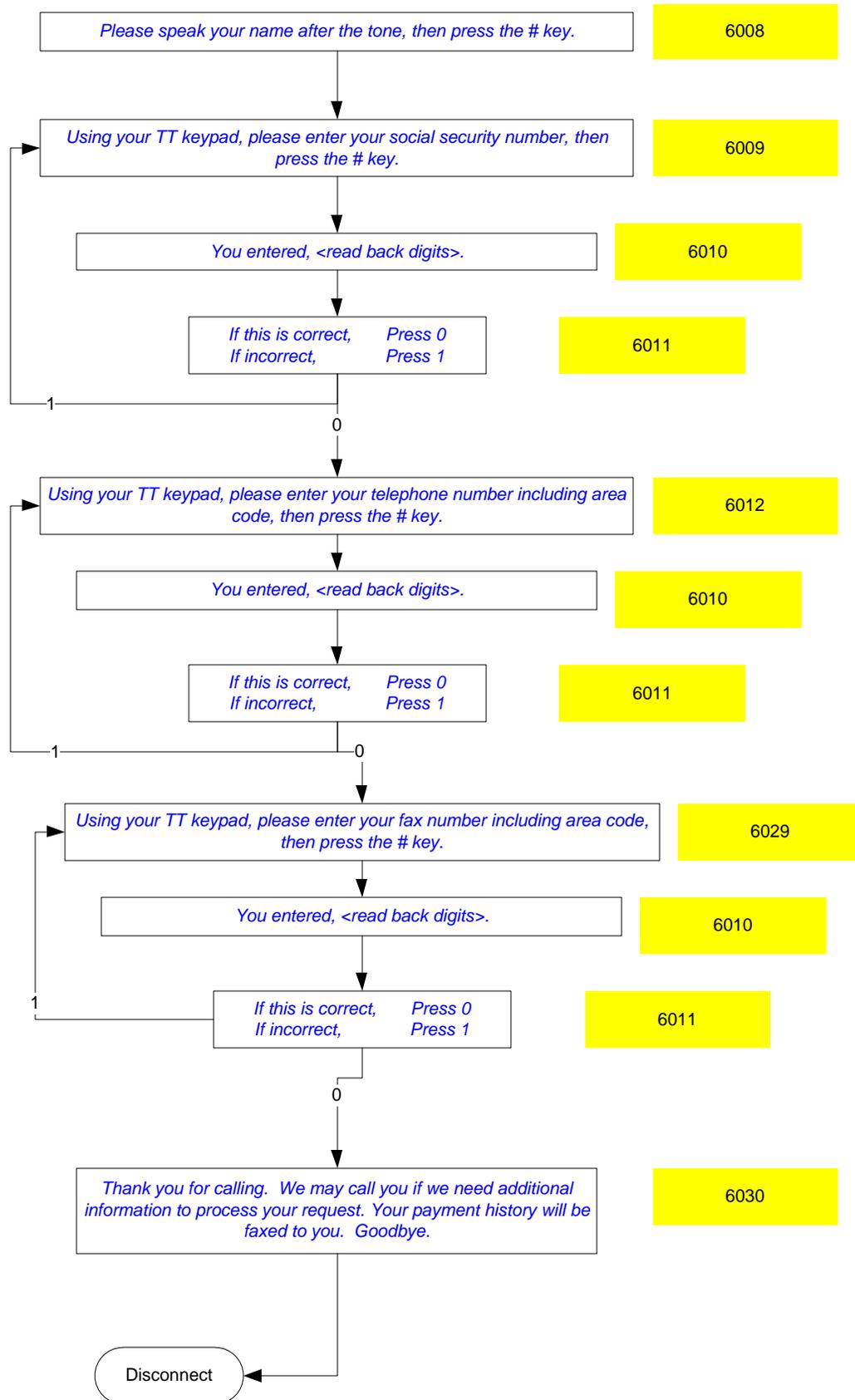
# Payer Payments



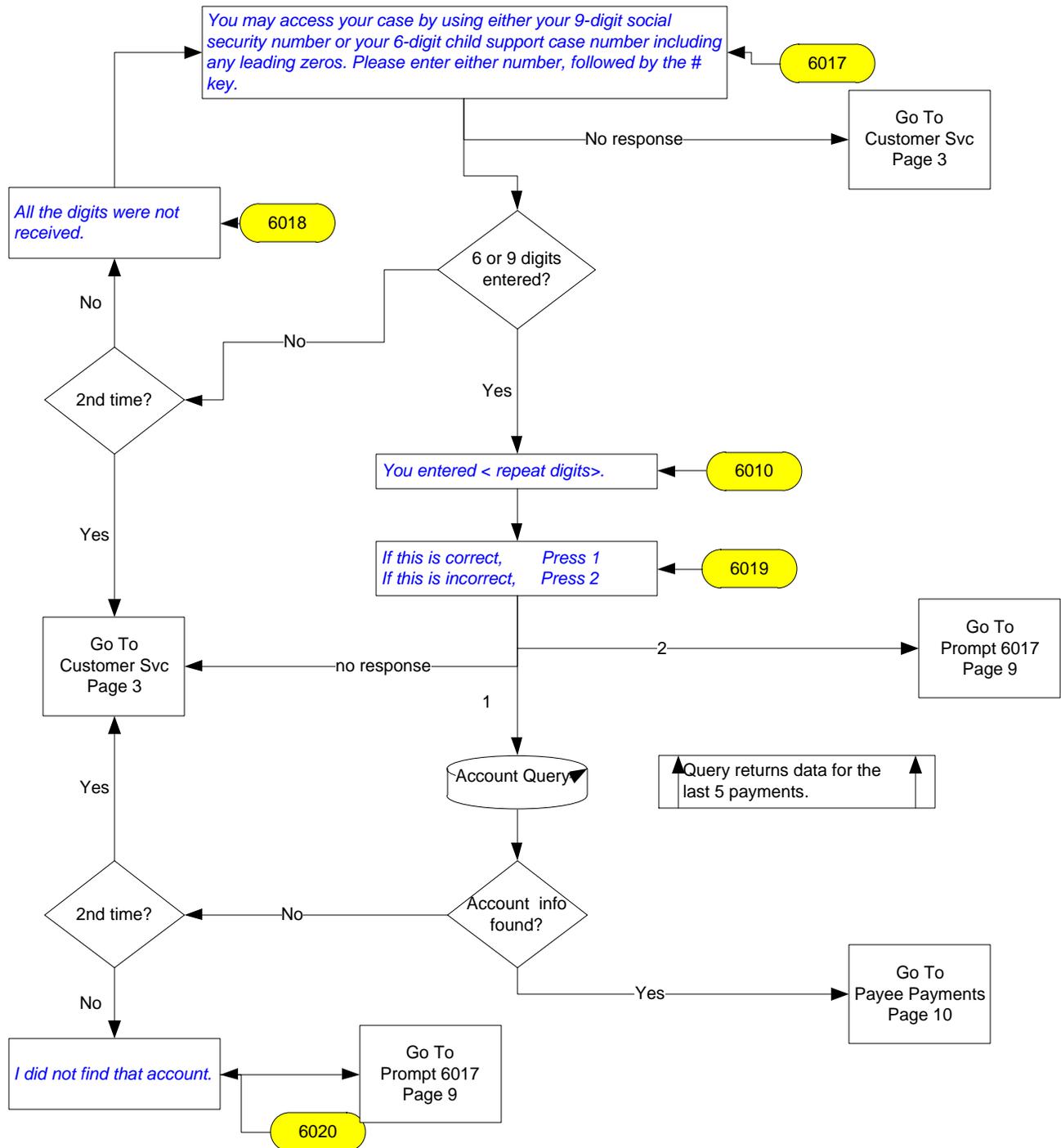
# Mail Pay History Form



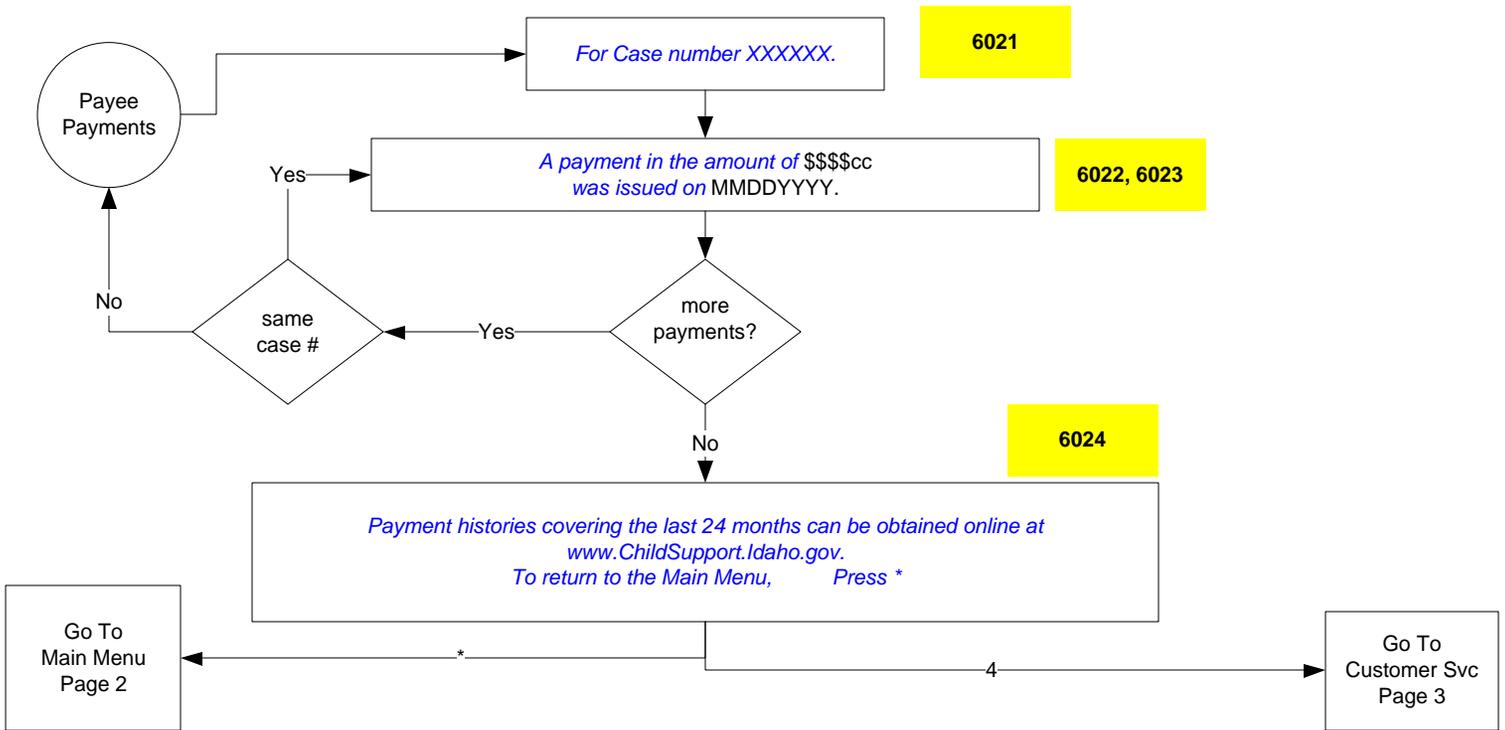
# Fax Pay History Form



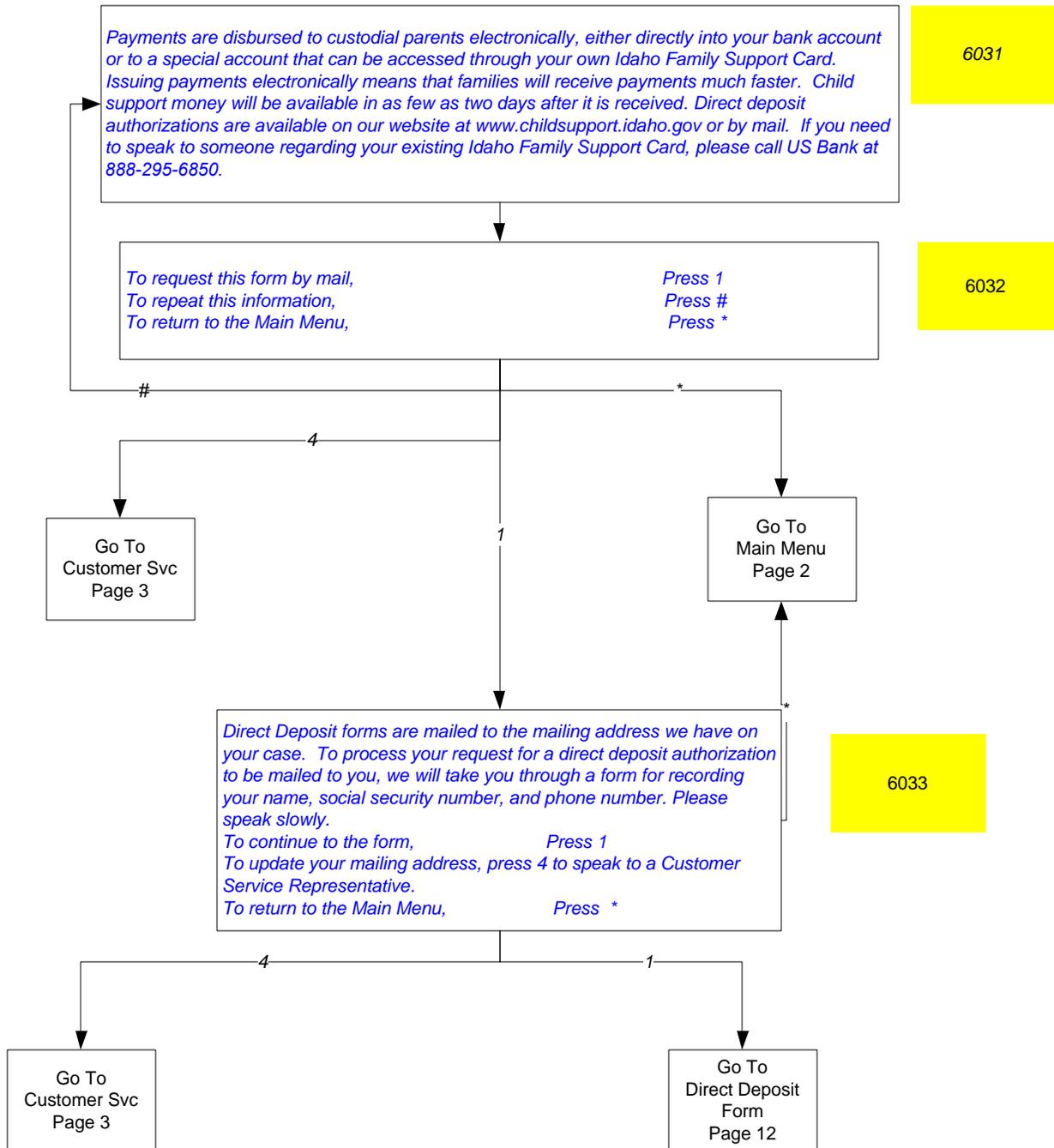
# Payee



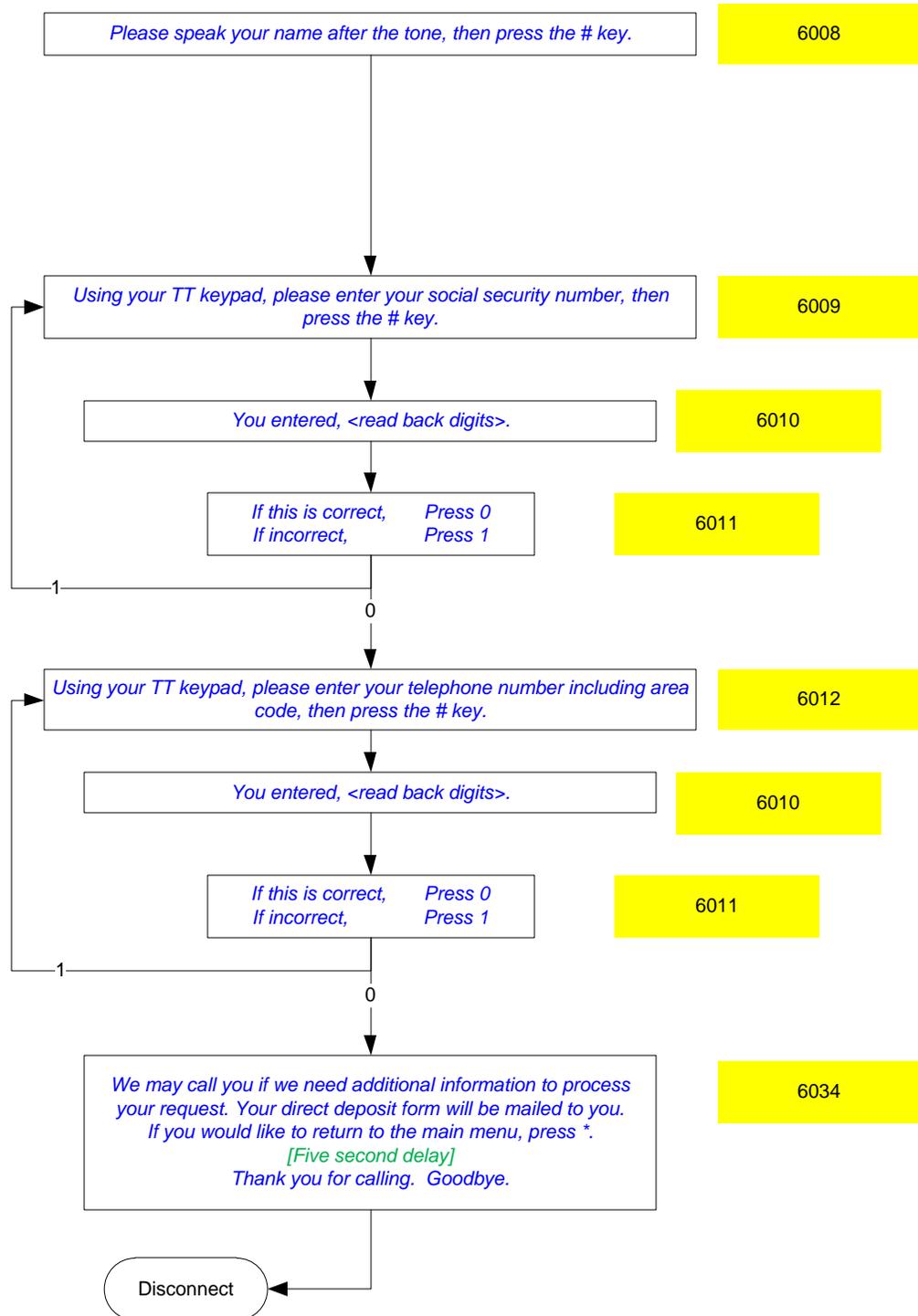
# Payee Payments



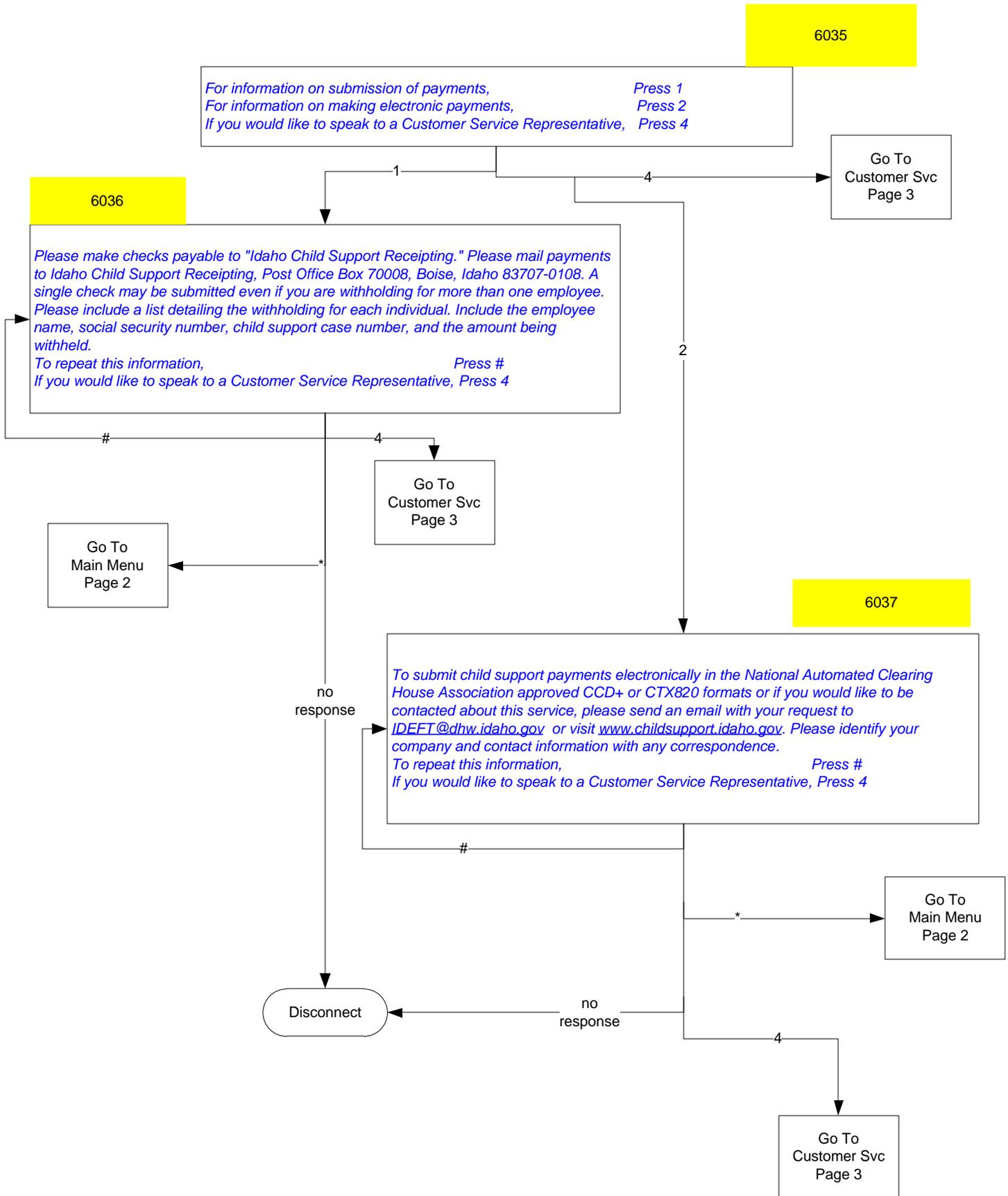
# Direct Deposit



# Mail Direct Deposit Form

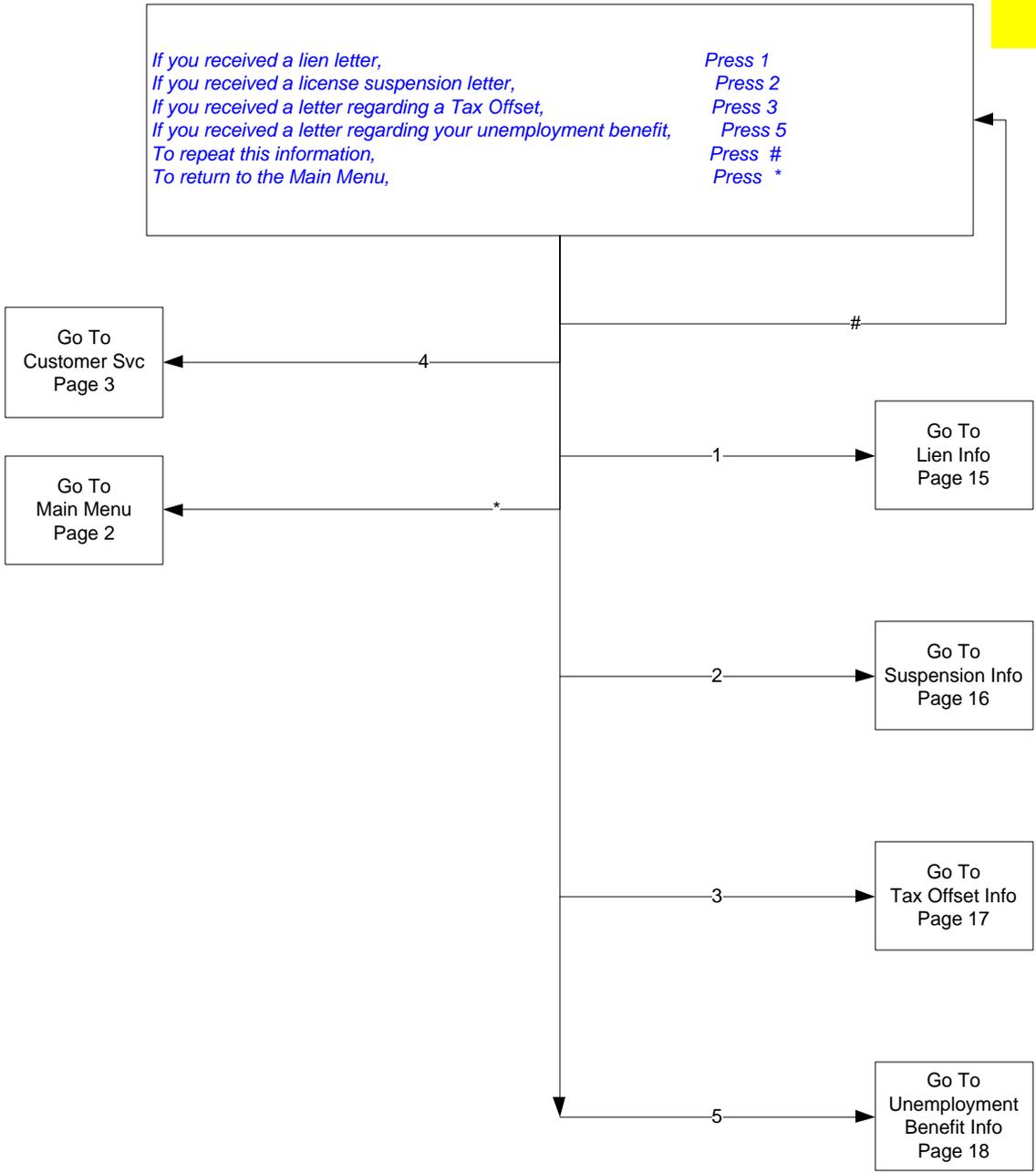


# Employer Info

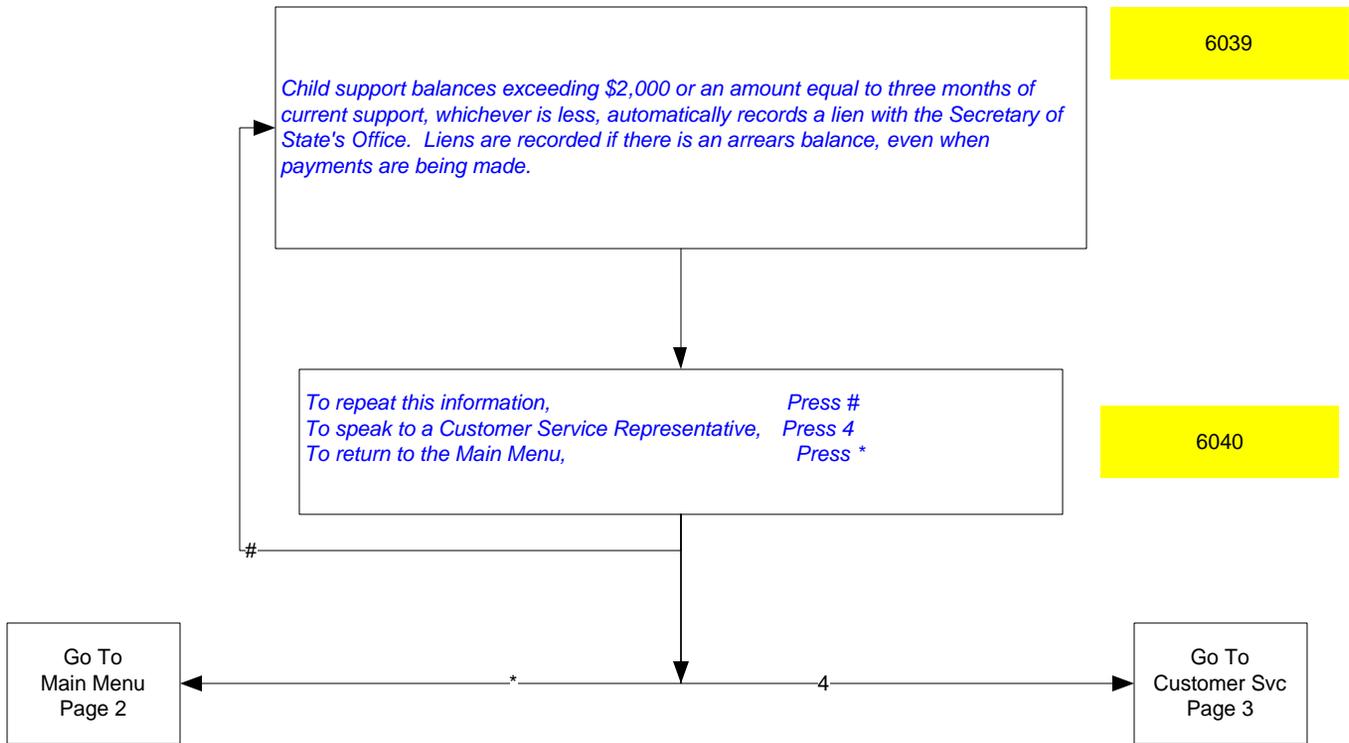


# Letter Info

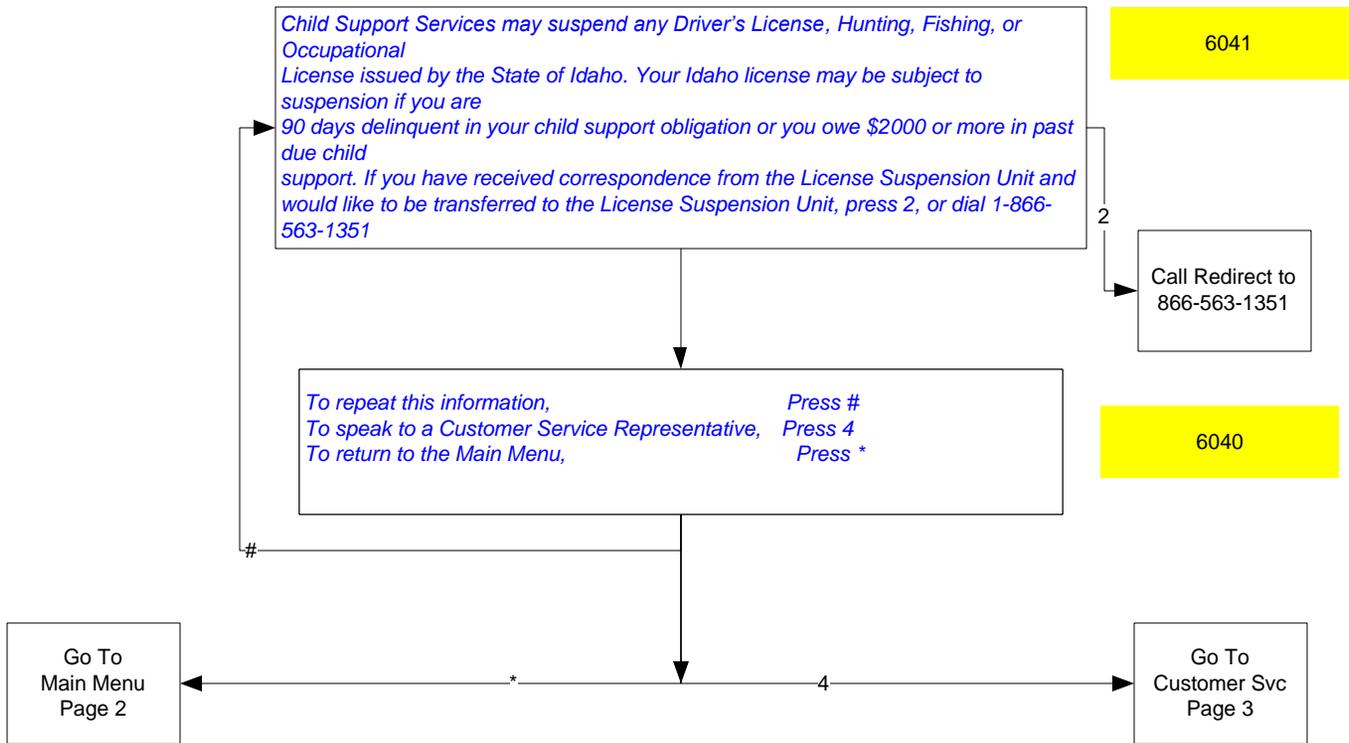
6038



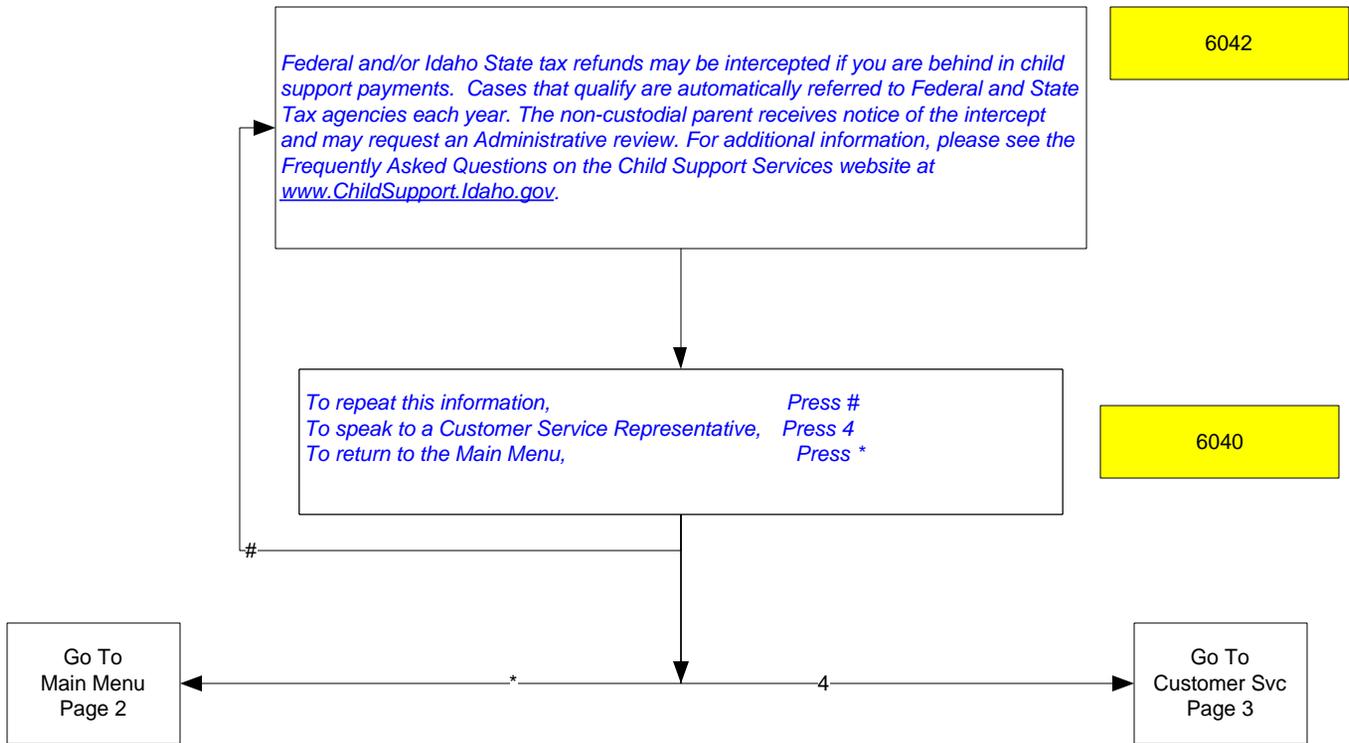
# Lien Info



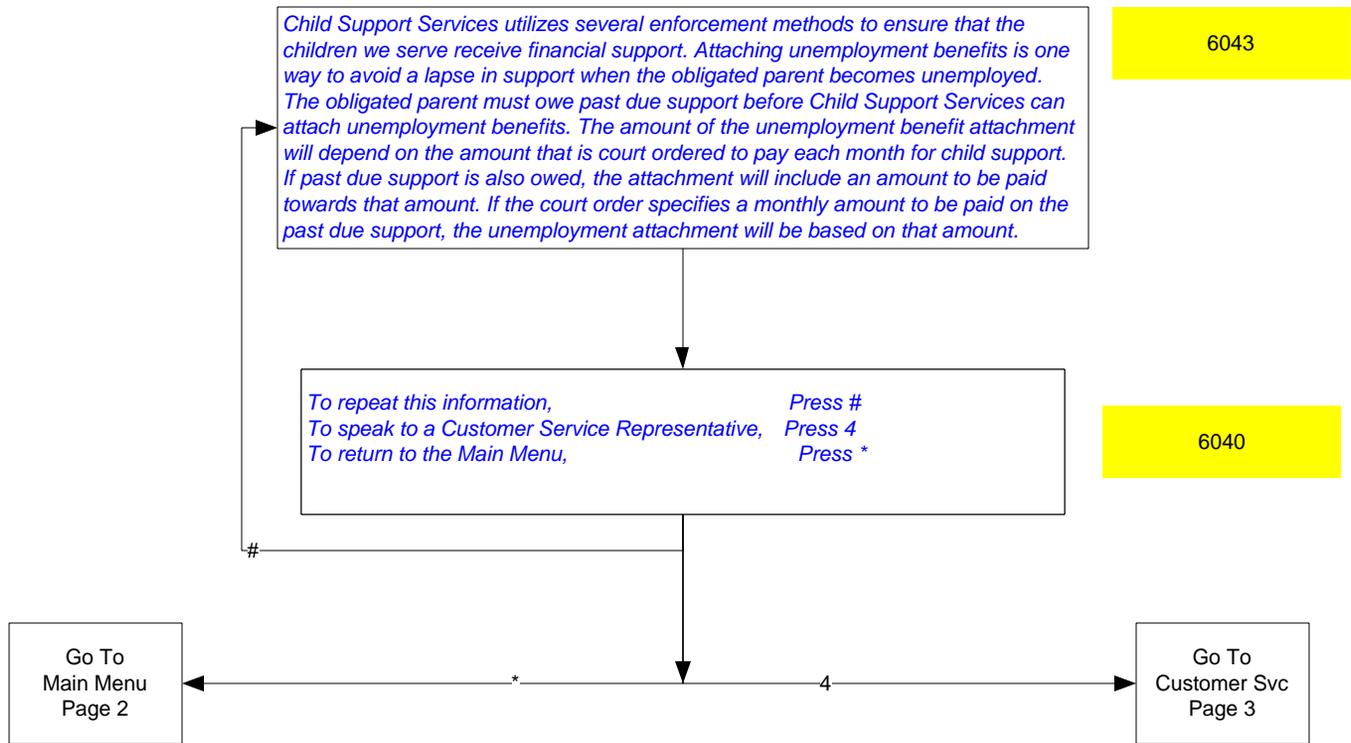
# Suspension Info



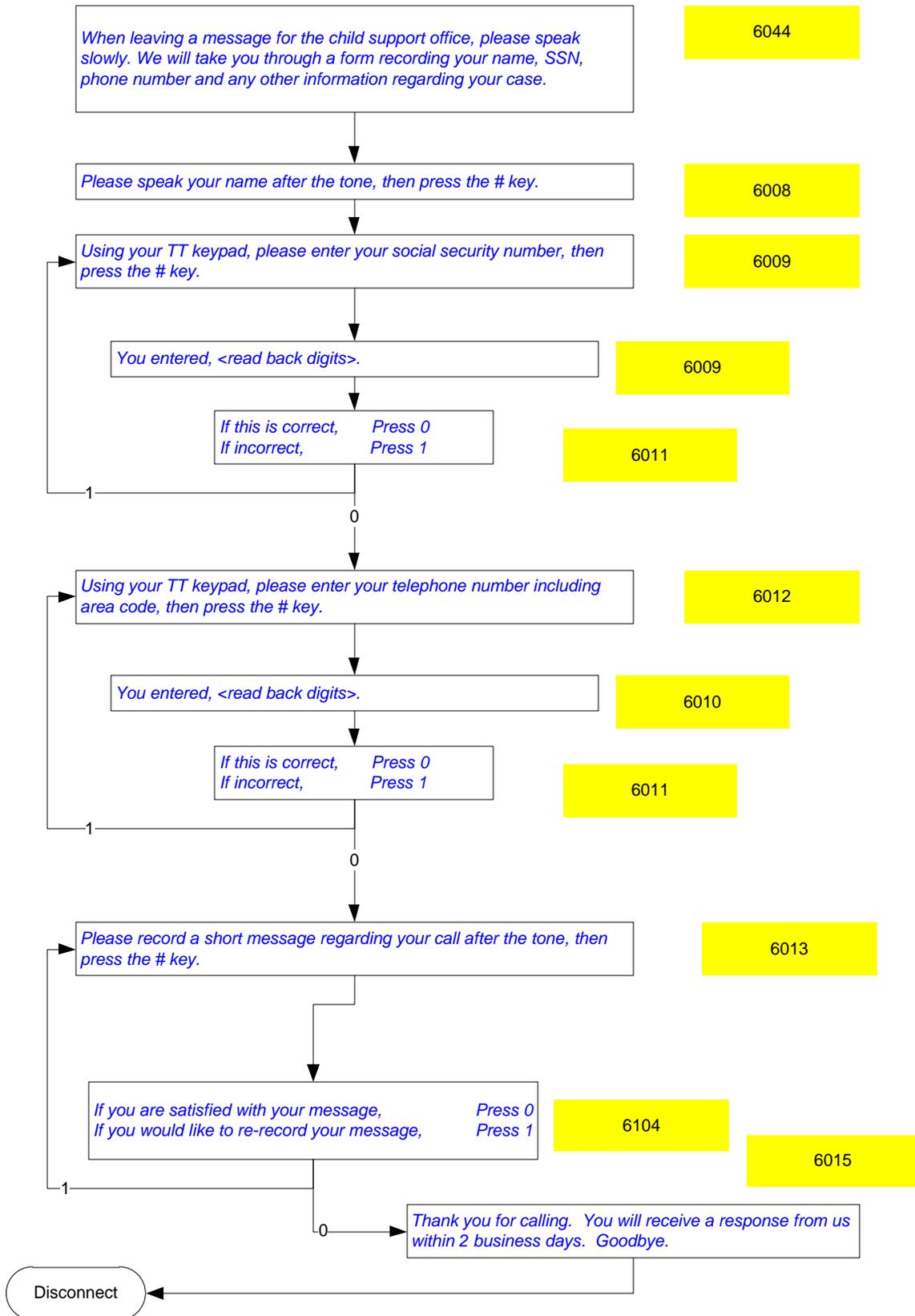
# Tax Offset Info



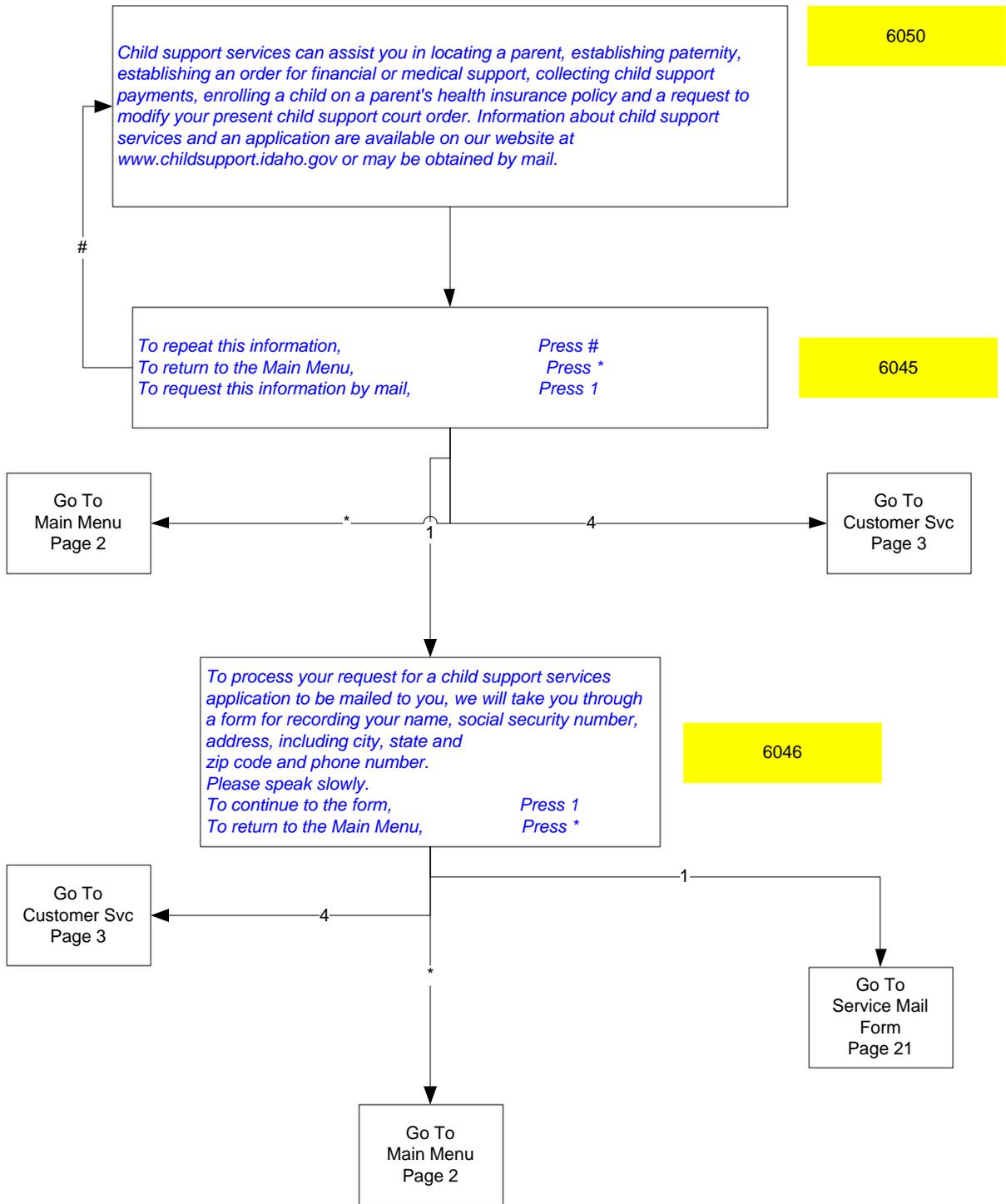
# Unemployment Benefit Info



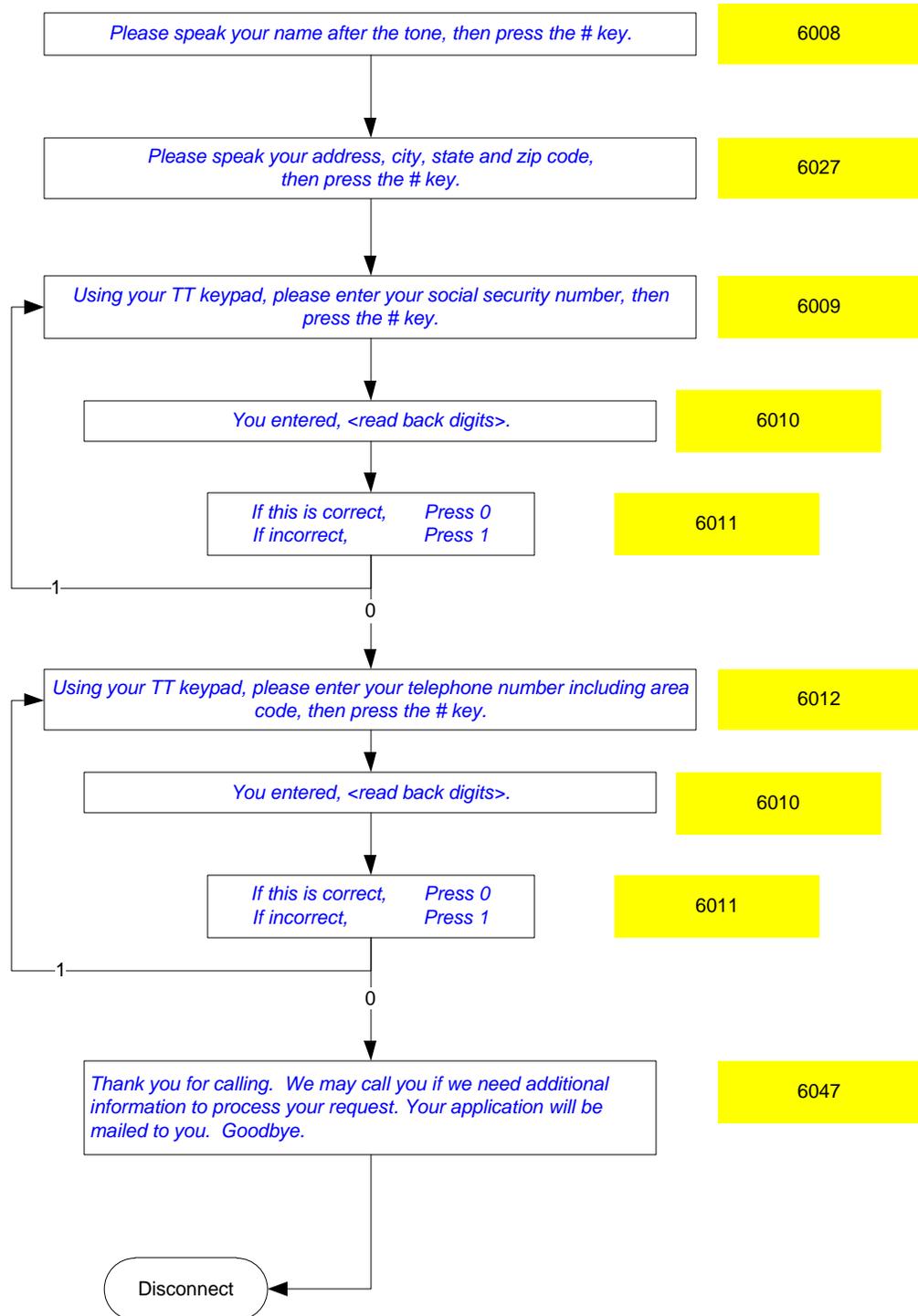
# Child Support Mailbox



# Apply for Service

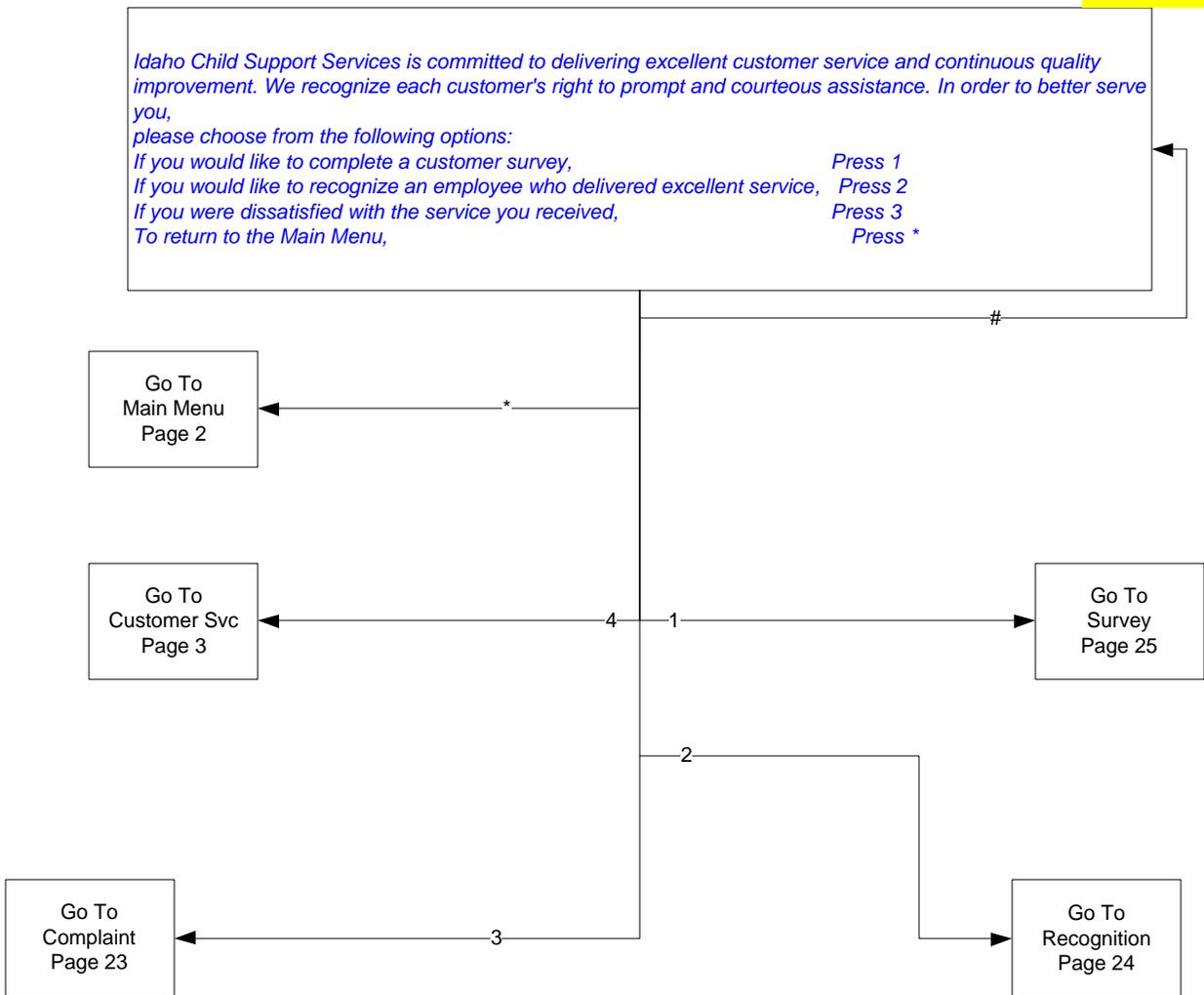


# Service Mail Form



# Survey/Complaint

6048



# Complaint

6049

If the service you received did not meet your needs, or if you have an issue that has not been resolved to your satisfaction, you may leave a message regarding the nature of your complaint. If you would prefer to email your complaint to us, please send your email to [ldcustomerservice@smimail.net](mailto:ldcustomerservice@smimail.net). Please be aware that common issues such as determining visitation and custody cannot be resolved through Child Support Services. Your complaint will be acknowledged within 2 business days by phone or email. If you are not contacted by us within 2 business days, please call our Customer Service Center at 1-800-356-9868 and ask to be connected to the Customer Satisfaction Supervisor. We will take you through a form for recording your name, SSN, case number, phone number and address. Speak slowly and clearly. To continue to the form, Press 1  
To speak with a Customer Service Representative, Press 4

Go To  
Customer Svc  
Page 3

Please speak your name after the tone, then press the # key.

6008

Please speak your address, city, state and zip code, then press the # key.

6027

Using your TT keypad, please enter your social security number, then press the # key.

6009

You entered, <read back digits>.

6010

If this is correct, Press 0  
If incorrect, Press 1

6011

Using your touch tone keypad, please enter your telephone number including area code, then press the # key.

6012

You entered, <read back digits>.

6010

If this is correct, Press 0  
If incorrect, Press 1

6011

Please speak your case number after the tone, then press the # key.  
If you don't know your case number, just press #.

6051

Please record your message after the tone, then press the # key.  
Also include the best time to contact you.

6052

You said, <speaking message recorded>.

6015

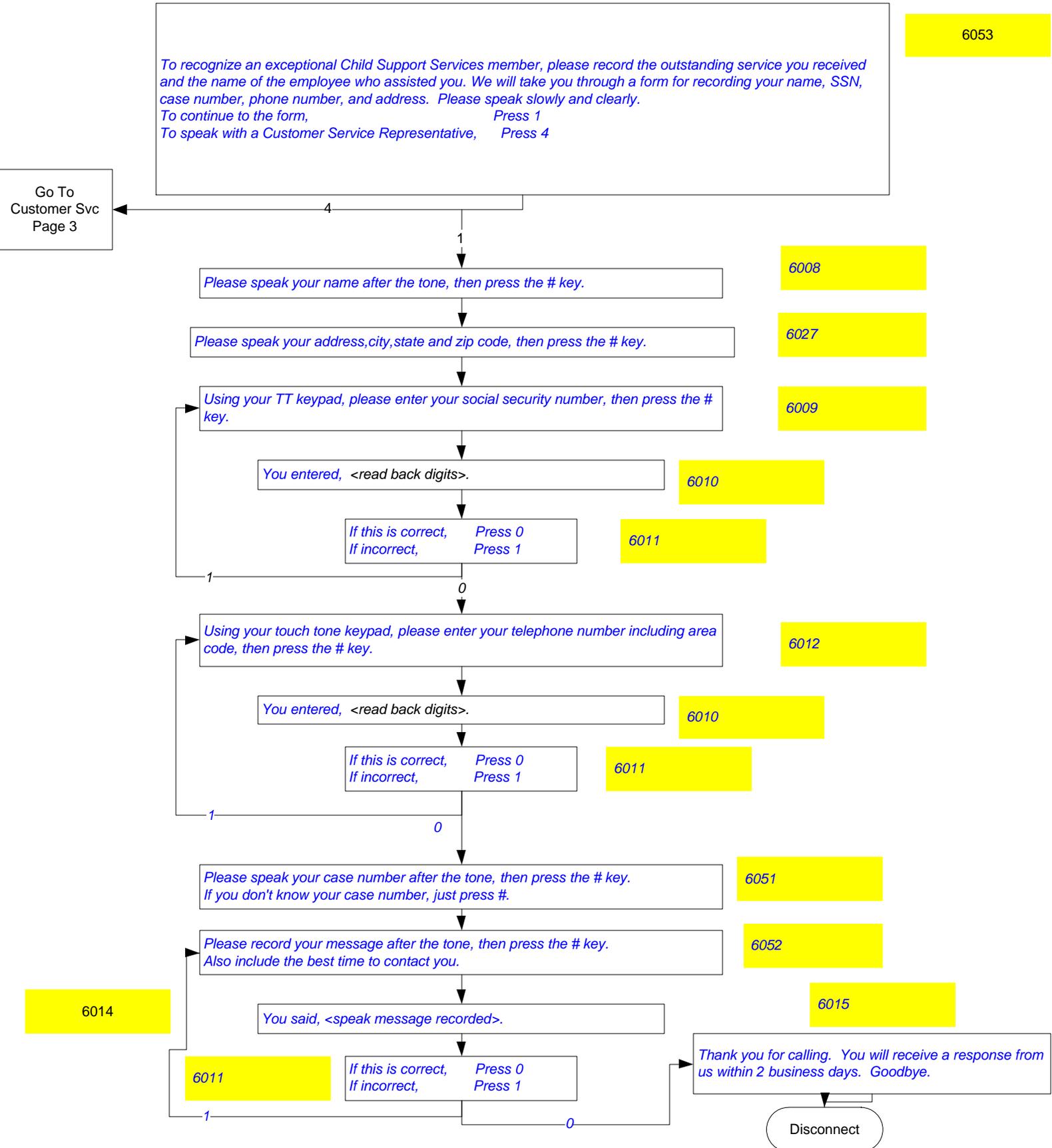
6011

If this is correct, Press 0  
If incorrect, Press 1

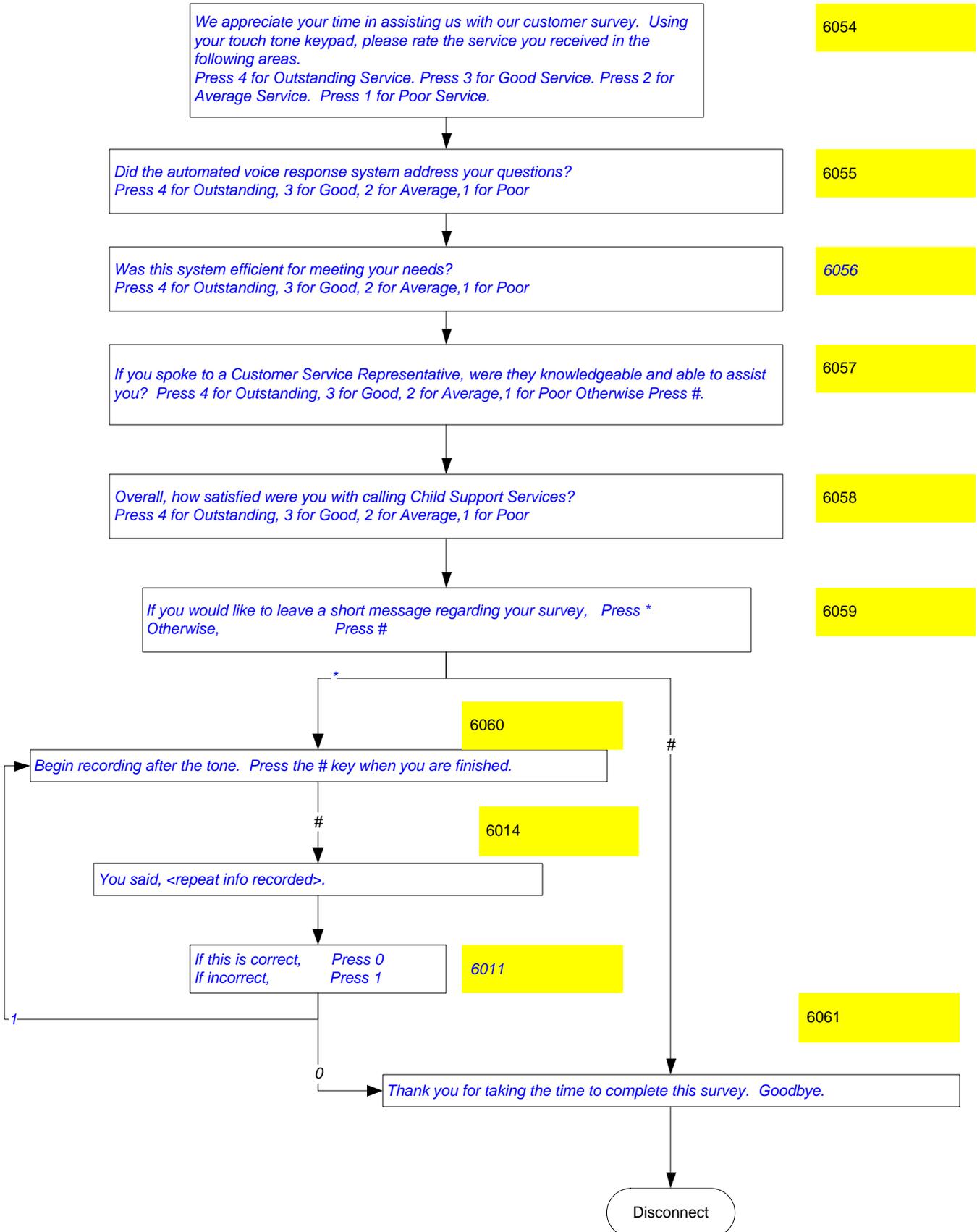
Thank you for calling. You will receive a response from us within 2 business days. Goodbye.

Disconnect

# Recognition



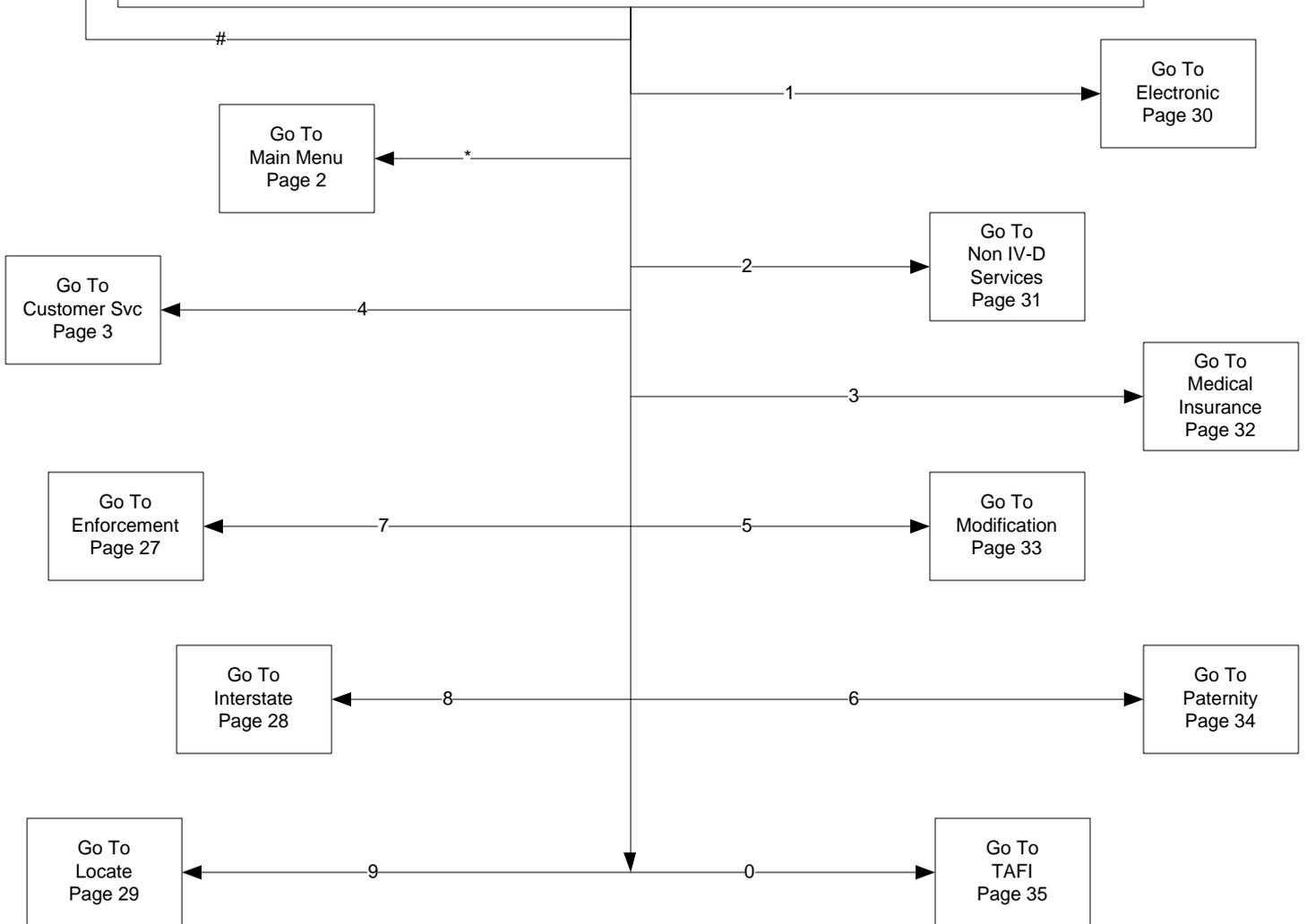
# Survey



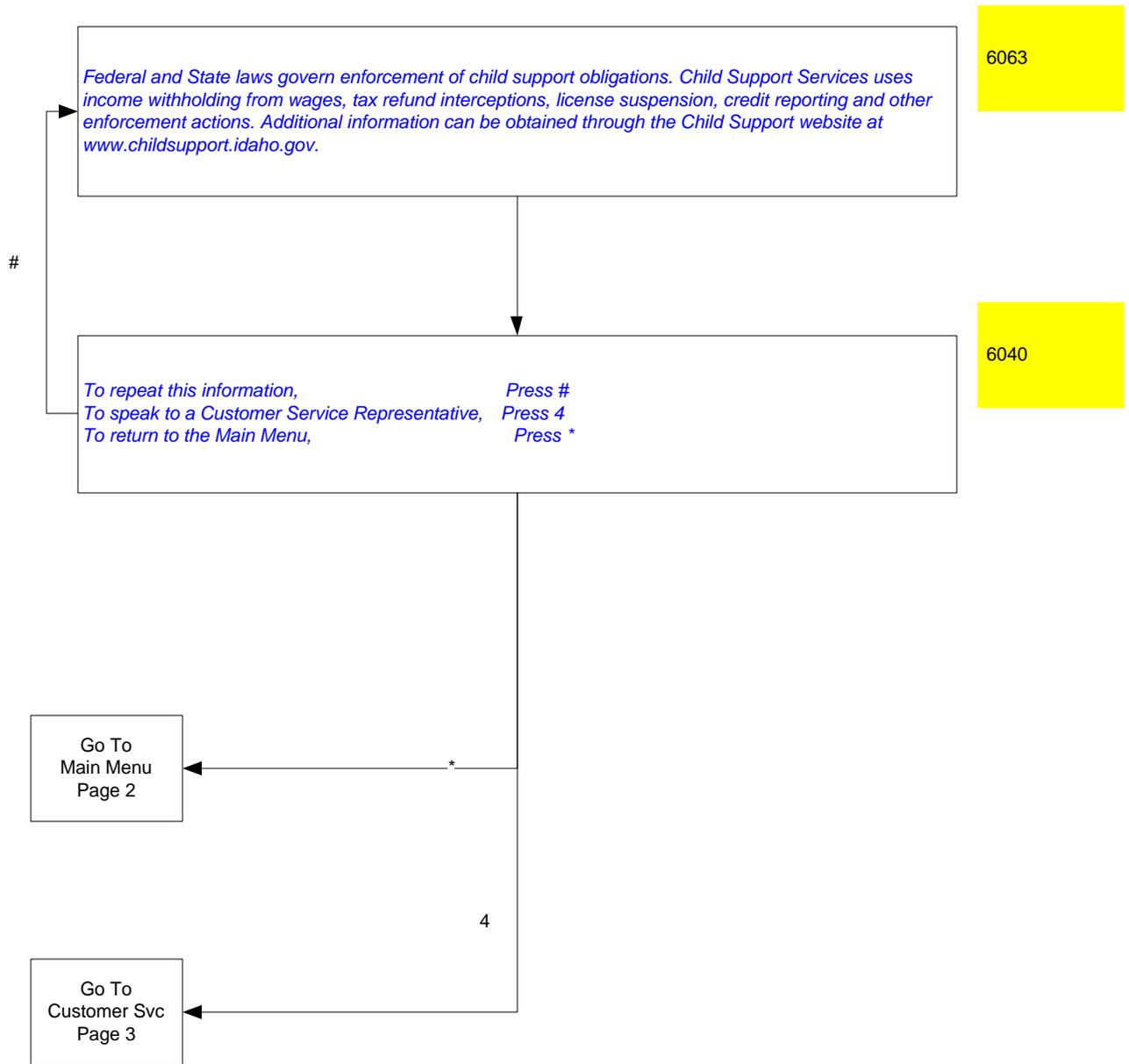
# General Info

6062

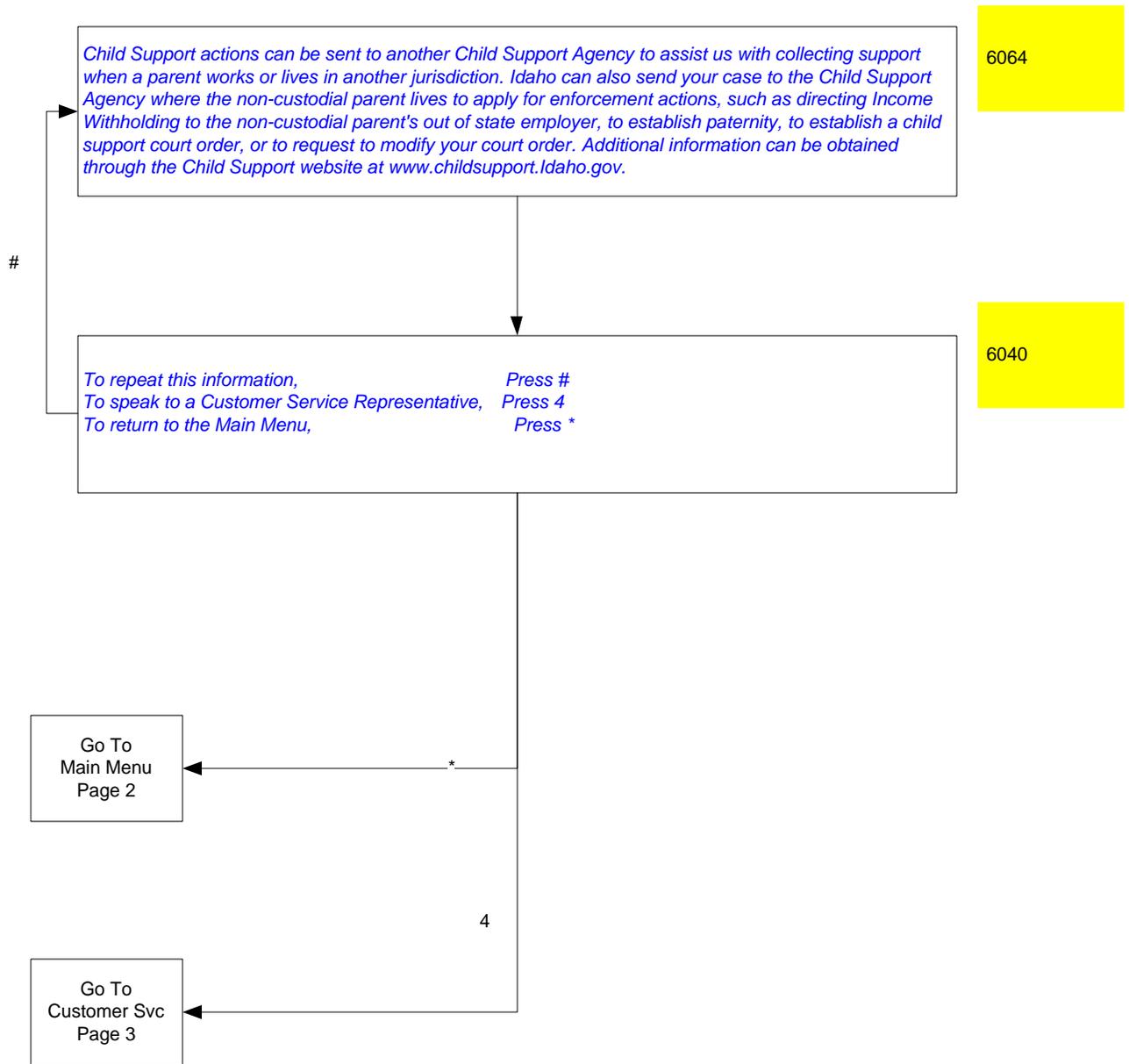
*For information about electronic payments, Press 1*  
*For information on cases not enforced by the State, Press 2*  
*For information about medical insurance, Press 3*  
*For information about court order modifications, Press 5*  
*For information about establishing paternity, Press 6*  
*For information about enforcement, Press 7*  
*For information about cases where the non-custodial parent does not live in Idaho, Press 8*  
*For information about locate services, Press 9*  
*For information about Temporary Assistance for Families in Idaho, Press 0*  
*To repeat this menu, Press #*  
*To return to the Main Menu, Press \**



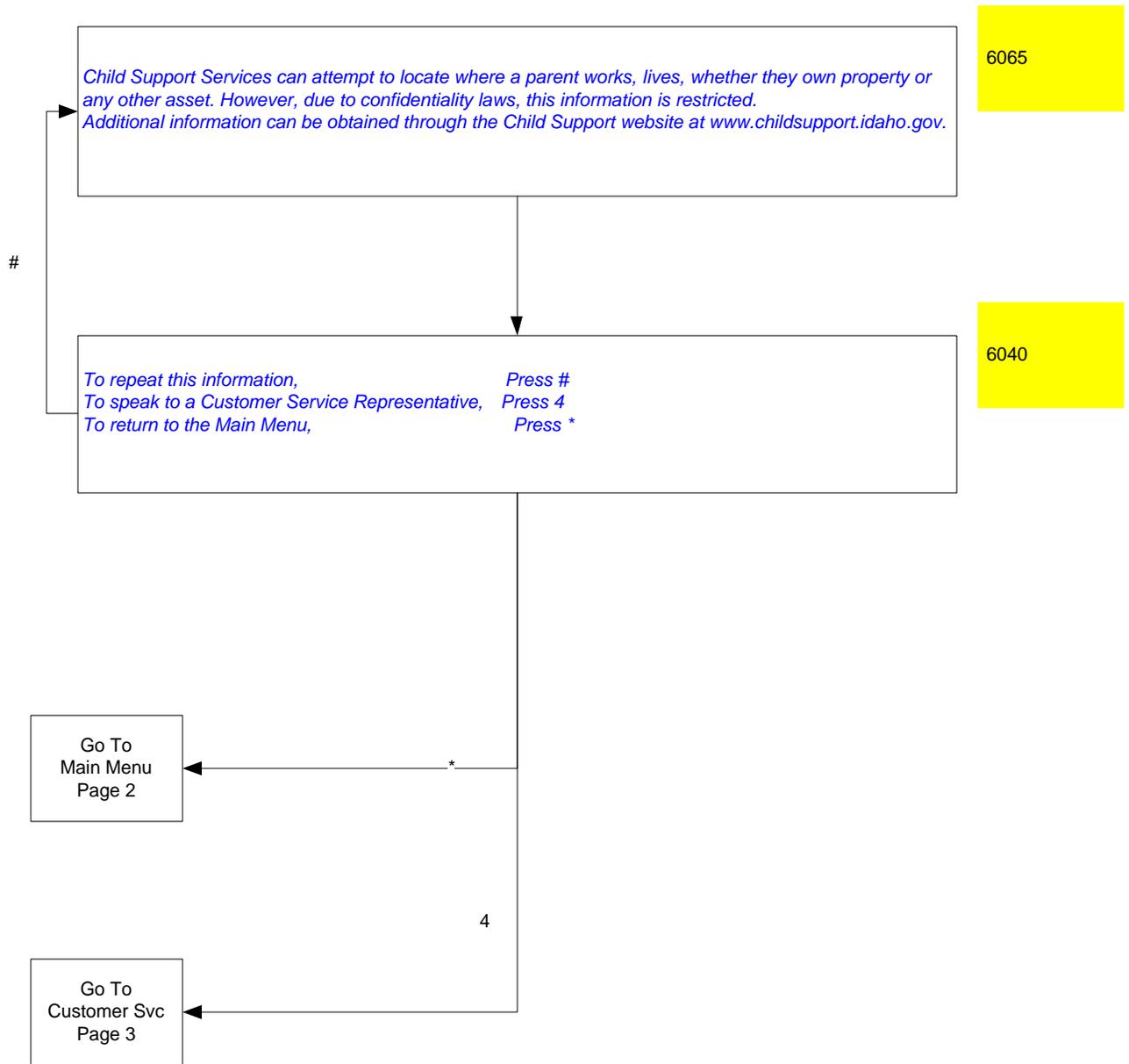
# Enforcement



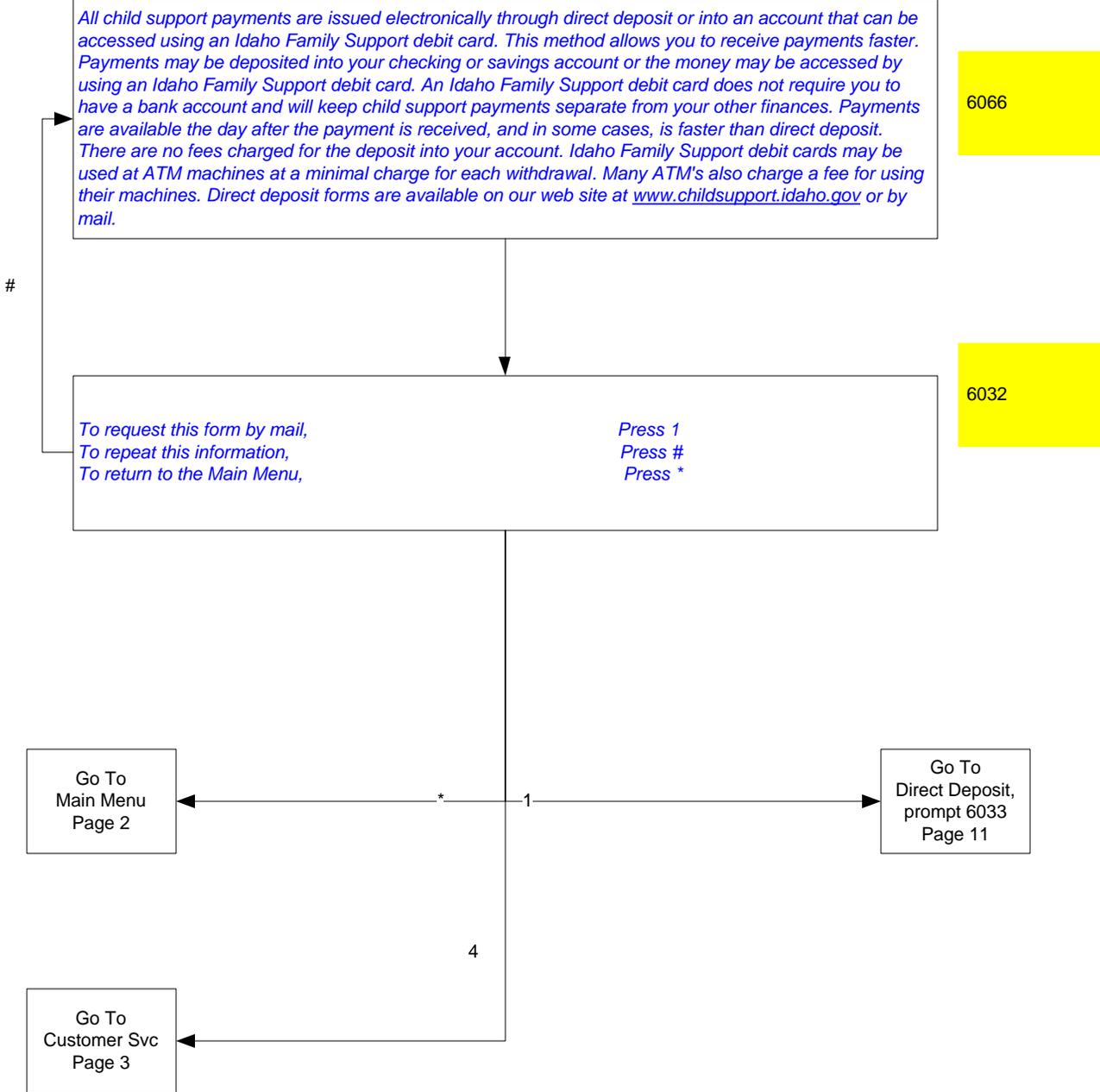
# Interstate



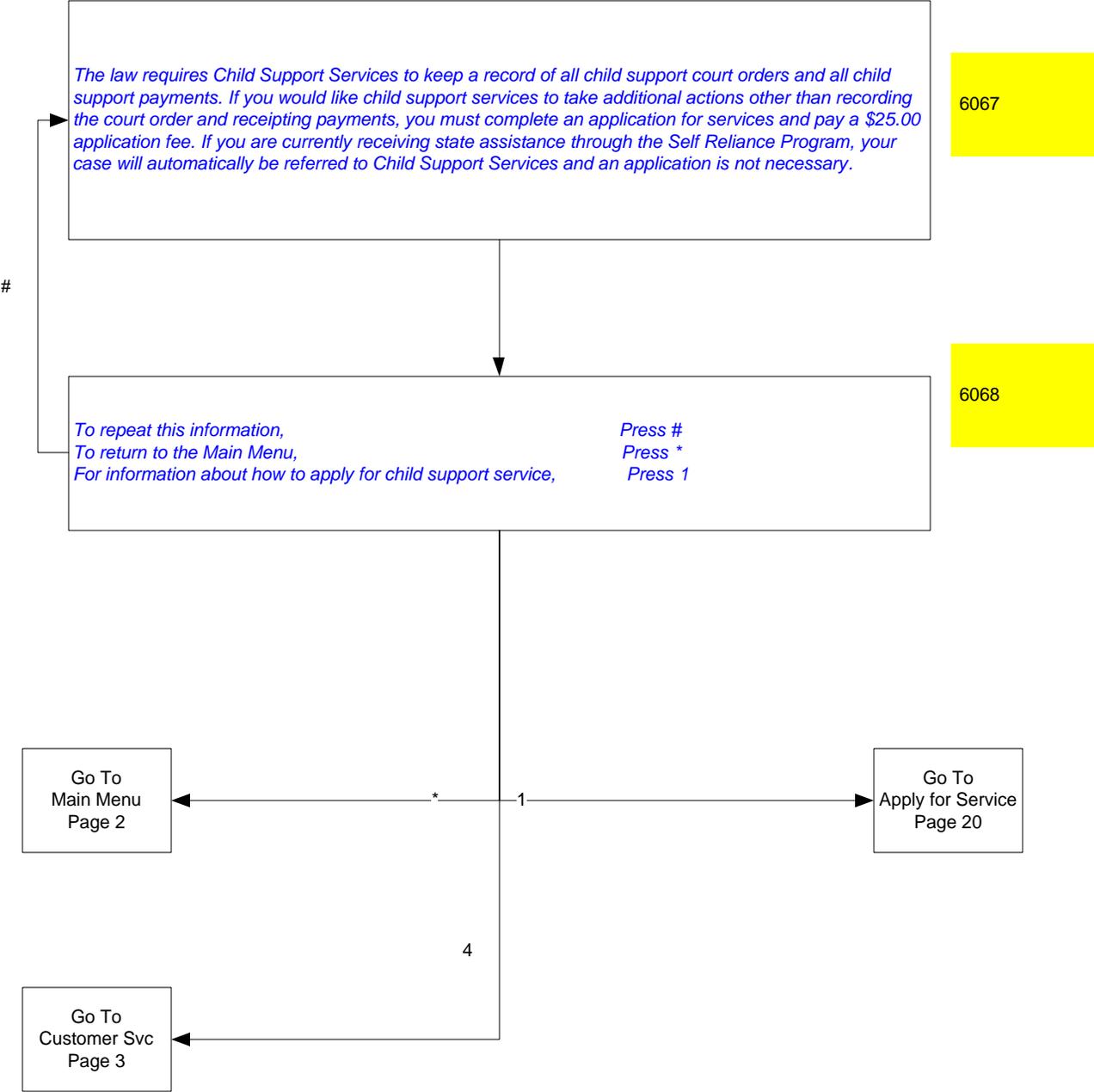
# Locate



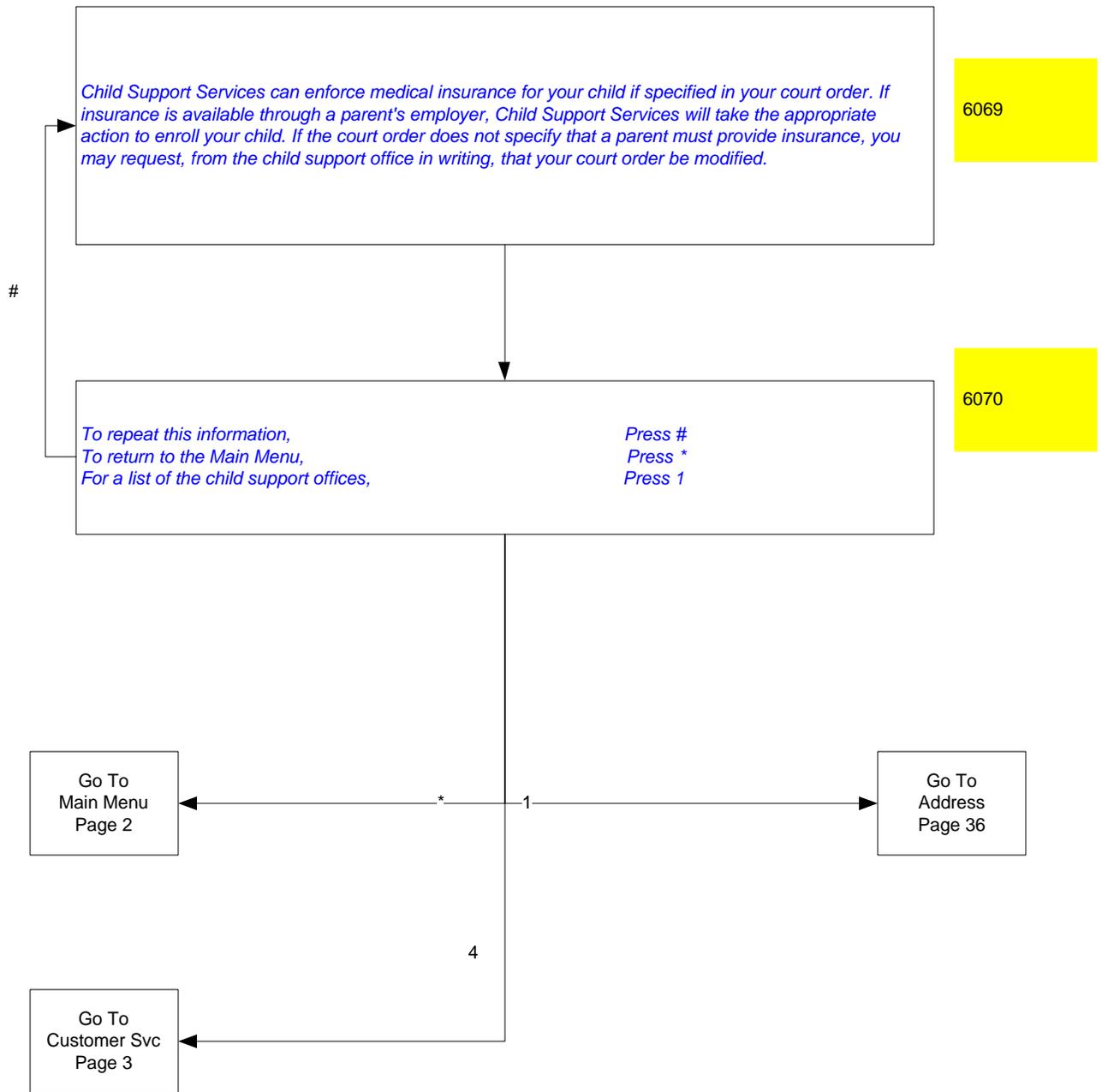
# Electronic



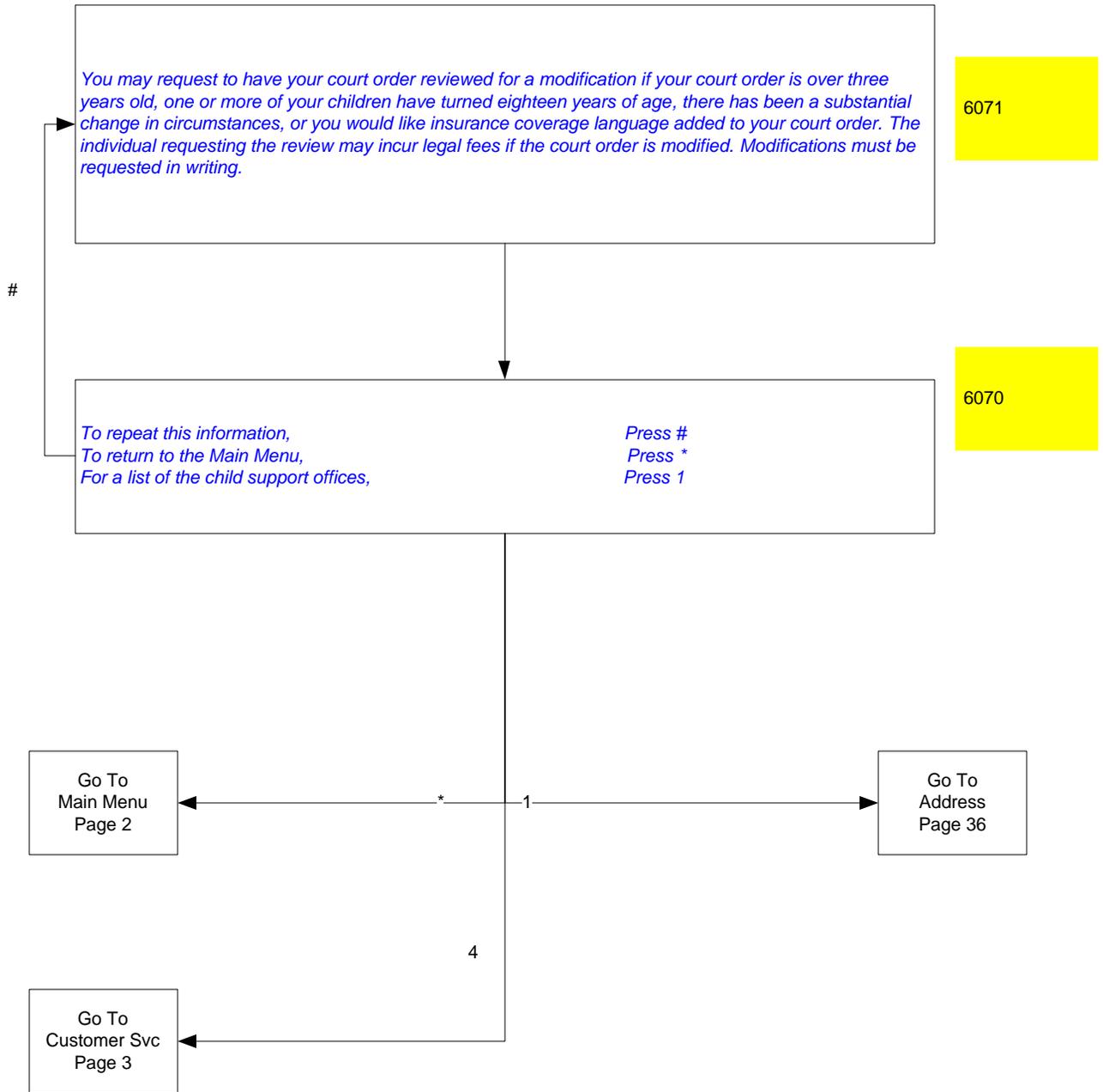
# Non IV-D Services



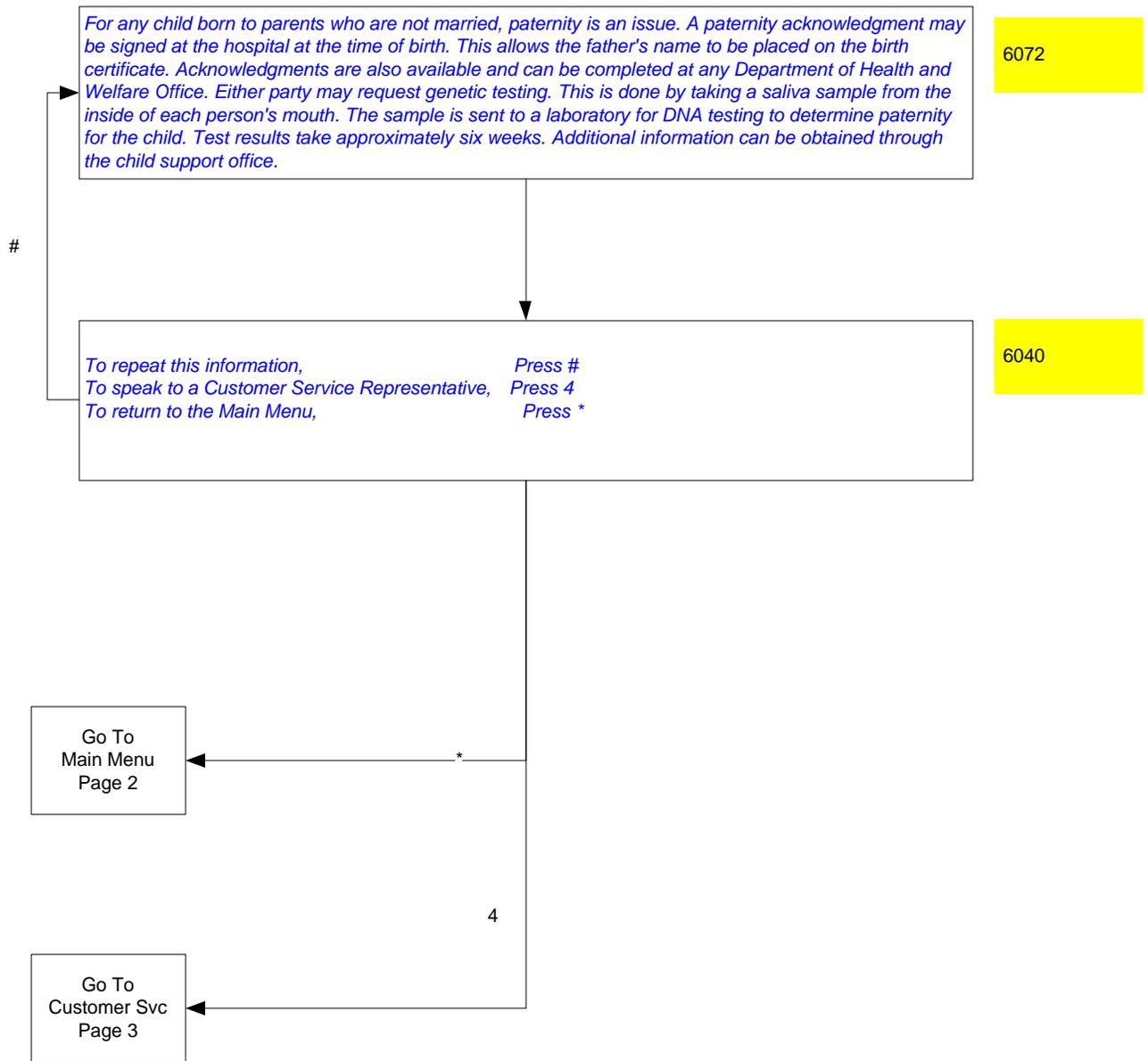
# Medical Insurance



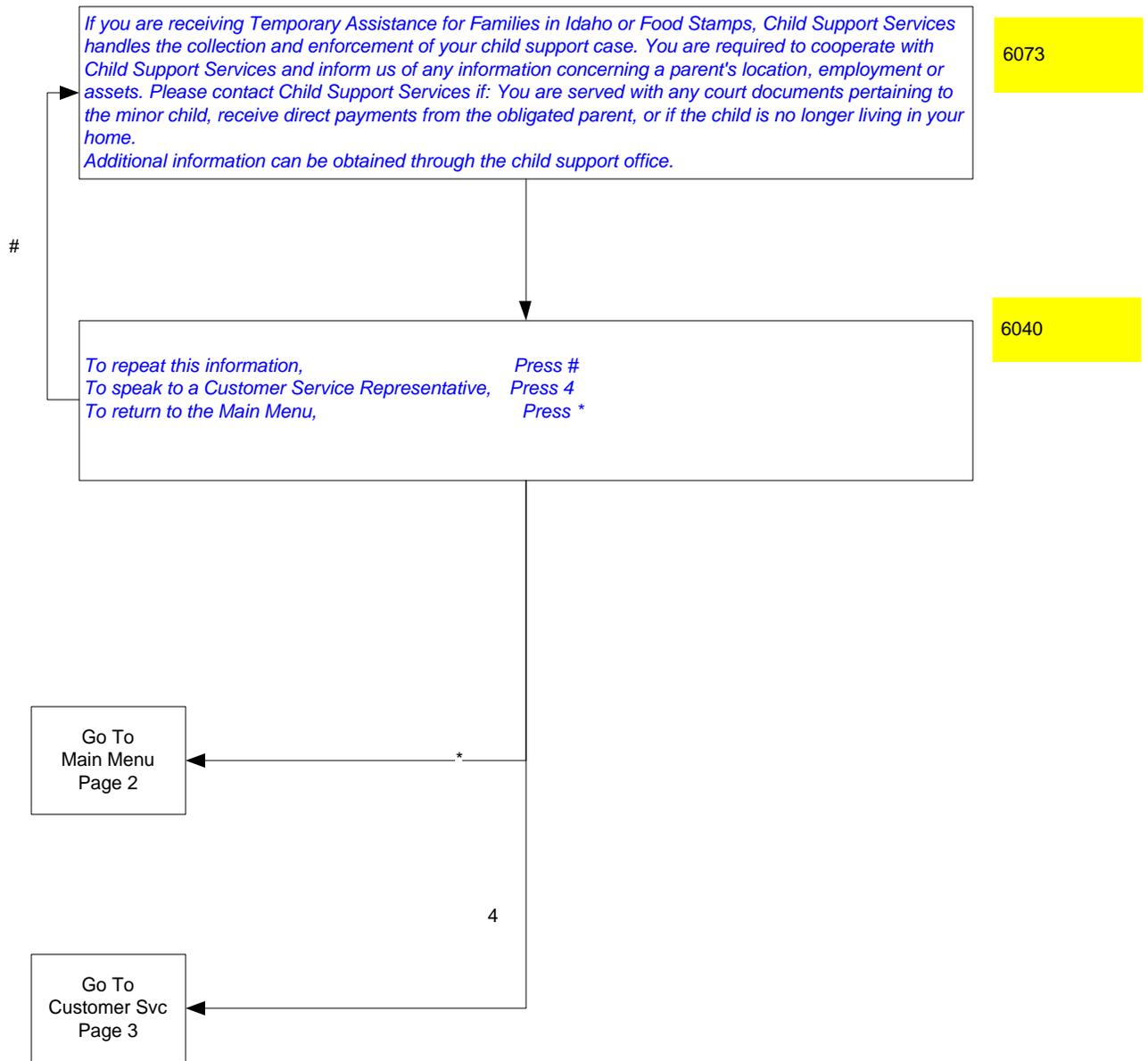
# Modification



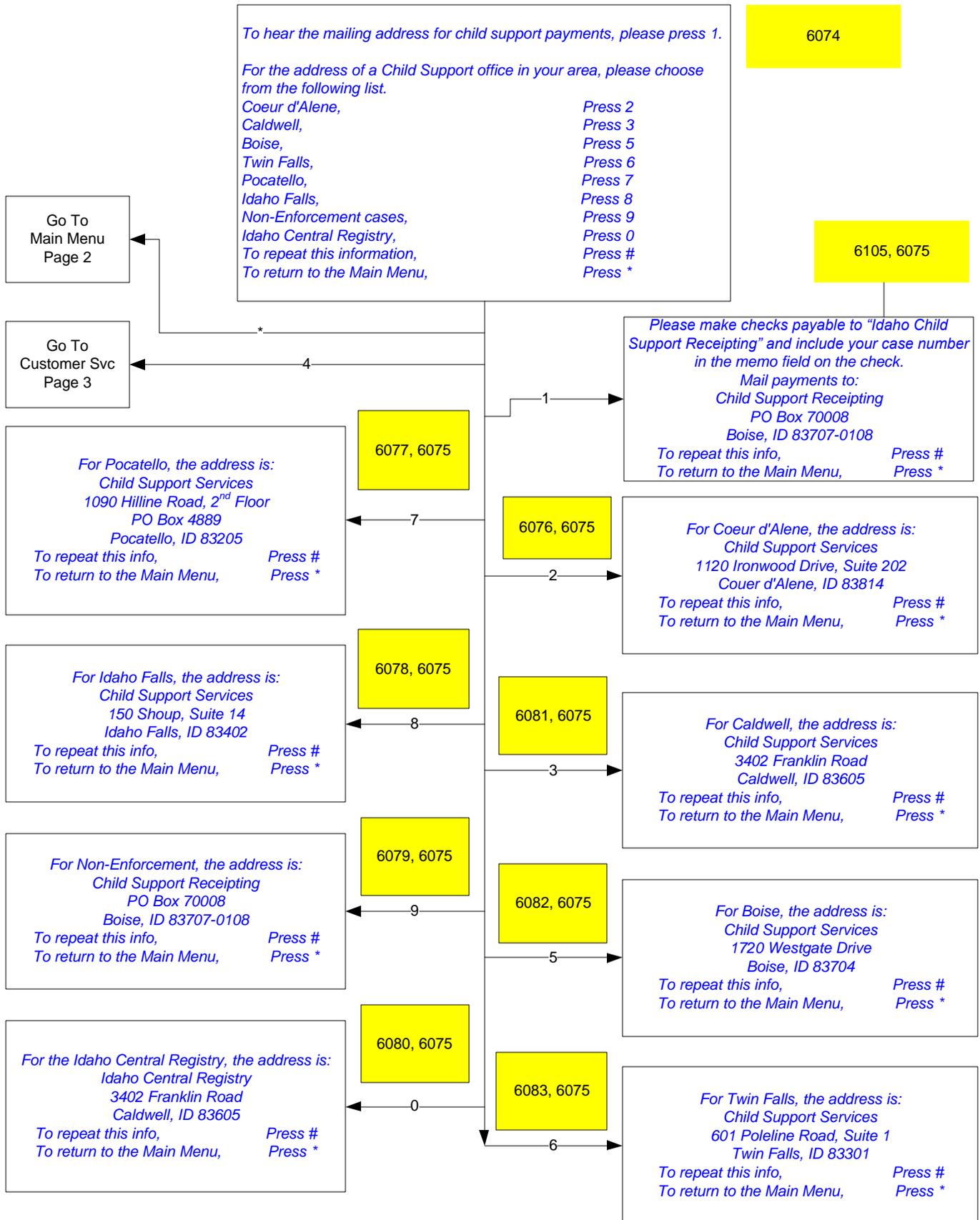
# Paternity



# TAFI



# Address



# Website Assistance

*For assistance with the Child Support website,  
please hang up and dial 208-334-4957 or  
email [cswebhelp@dhw.idaho.gov](mailto:cswebhelp@dhw.idaho.gov).  
For assistance with making an online payment,  
please hang up and dial 208-332-0102 or  
email [webmaster@accessidaho.org](mailto:webmaster@accessidaho.org).  
To hear this message again, press #.  
To return to the main menu, press \*.*

6106