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Office of the Auditor General

Report Summary

Performance Audit Selected Activities Related to Providing Customer Service Bureau of Quality and Customer Experience Department of State (DOS)

Report Number:
231-0236-25

Released:
April 2026

The Customer Information Division (CID) and the Employee Engagement and Quality Division (EEQD) within the Bureau of Quality and Customer Experience (Bureau) are responsible for the management and operations of DOS's public-facing call center, as well as internal support units. Between October 1, 2023 and April 30, 2025, CID and EEQD expenditures totaled \$15.2 million. As of May 2025, CID and EEQD had approximately 100 employees, which included approximately 65 call center agents.

Audit Objective			Conclusion
Objective 1: To assess the sufficiency of the Bureau's efforts to provide efficient and convenient customer service.			Sufficient, with exceptions
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
Bureau call center agents, for 22% of sampled calls, did not obtain 3 specific account details when verifying a caller's identity prior to releasing account information over the telephone (Finding 1).		X	Agrees
Strengthening the Bureau's efforts to assess its call center's customer service, including enhanced monitoring of interactive voice response functionality, obtaining customer feedback, and enhancing real-time reporting, could improve overall efficiency, leading to higher customer satisfaction and lower long-term costs (Finding 2).		X	Partially agrees
Mandatory recertifications, to acknowledge awareness of current Law Enforcement Information Network (LEIN) data security requirements, were not completed by 88% of the Bureau's LEIN operators in a timely manner. The recertifications on average were 2.5 years overdue. Upon notification, all 8 operators completed recertification (Finding 3).		X	Agrees

Observations Related to This Audit Objective (Continued)	Material Condition	Reportable Condition	Agency Preliminary Response
The Bureau should consider enhancing call center customer service with current technology to improve customer service efficiency (<u>Observation 1</u>).	Not applicable for observations.		

Audit Objective			Conclusion
Objective 2: To assess the effectiveness of the Bureau's efforts to properly safeguard assets.			Effective
Findings Related to This Audit Objective	Material Condition	Reportable Condition	Agency Preliminary Response
The Bureau did not ensure branch offices inspected spare credit card terminal(s) when completing quarterly branch equipment inspections to help detect potential security risks such as credit card skimming (<u>Finding 4</u>).		X	Agrees

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Office of the Auditor General
201 N. Washington Square, Sixth Floor
Lansing, Michigan 48913

Doug A. Ringler, CPA, CIA
Auditor General

Laura J. Hirst, CPA
Deputy Auditor General