



Customer Care Branch



Call Center

Mission

- Provide frontline customer service to active duty, reserve, retired, civilian, auxiliary USCG, NOAA, PHS users for enterprise CG HR systems (DA, TVL, and system permissions).

Volume:

- Processed over **83,000** customer ticket inquiries during the past year.
- Fielded over **25,000** calls during the last year with an average live contact rate of **90%**.
- Total tickets for retirees annually: **26,000**
- Total calls for retirees/annuitants annually: **17,000**
- Total report of death calls annually: **2,500**

Risks

- Staffing levels create challenges in training incoming personnel and negative impacts to service delivery and caller wait times. Currently have **3 civilian vacancies** one of which has been **vacant for over 2 years**.

Customer Care Branch (CCB)

PERS4	00013476	Branch Chief
GS-0301-11	00036319	Call Center Supervisor- Vacant
YNC	00007296	Floor Supervisor
YN1	00012050	Call Technician
YN1	00017356	Call Technician
YN1	00039374	Call Technician
YN1	00084296	Call Technician
YN2	00013508	Call Technician
YN2	00013517	Call Technician
YN3	00013504	Call Technician- Vacant (Effective 1Sep)
YN3	00013753	Call Technician- Vacant (Effective 1Sep)
GS-0203-08	00003018	Roles Manager
GS-0303-06	00012052	Call Technician- Vacant
GS-0303-06	00012571	Call Technician- Vacant
GS-0303-06	19375949	Cal Technician

Main Points of Contact

Customer Service Division Chief: Wess McElroy

Customer Care Branch Branch Chief: CWO Stacey Curtin

Call Center Floor Supervisor: YNC Dan Terry

Mission Support Product Line: Bethany Ulsh

Points of Contact for retirees:

- **Direct Access MFA account setup/login issues:** C5ISC Mission Support Product Line
- **Pay/General Admin/SBP:** PPC Customer Care Branch
- **Report of Death:** PPC Customer Care Branch

What a difference a Year Makes

What's new:

- MFA Phase 2: Retirees transitioned to Multifactor Authentication = No more passwords needed for retirees.
 - Mission Support Product Line now manages user access.
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On the Horizon

- PPC Transition from the Ivanti ticketing system to Service Now (SNOW).
- What does this mean for retirees?

2026- nothing changes

2027- retirees will be able to submit, track, and follow up on tickets they submitted in SNOW.

Customer Dashboard

CGFIXIT Knowledge Hub Release

The CGFIXIT Team is releasing the Knowledge Hub, a new user interface for accessing knowledge in CGFIXIT. Select CGFIXIT Knowledge Hub in the menu below to take a tour.

EXPAND OTHER 2



CGFIXIT

Search



My Tasks

My Requests

My Favorites



BC



Tours

Technology

Human Resources

Facilities

System Status

CGFIXIT Knowledge Hub

Org chart

Home > Requests

My Requests

Submitted requests

Drafts

View

Open requests



Search open requests



Request	State	Updated
DA Entry case for Bachmeyer, Michael J CTR HRC0001208 Bachmeyer, Michael J CTR	Suspended	🕒 17h ago
Pay Correction case for Bachmeyer, Michael J CTR HRC0001218 Bachmeyer, Michael J CTR	Work in Progress	🕒 17h ago
CSEAPAY/CSEAPAY Premium Inquiry case for Bachmeyer, Michael J CTR HRC0001372 Terry, Daniel K CPO USCG PPC (USA)	Ready	🕒 18h ago
1099-R Inquiry case for Bachmeyer, Michael J CTR HRC0001206 Bachmeyer, Michael J CTR	Ready	🕒 14d ago



Provide feedback

Questions?