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Authority's HelpDesk serves critical role

HelpDesk is the Authority's customer support team available to clerks, clerks' office staff, and web-site customers for troubleshooting and technical support. This team of CSRs responds to thousands of calls and emails annually, providing support from 7:30 a.m. to 6:00 p.m. throughout the work week. The IT staff also travels to all 159 counties to offer tech support and service Authority-provided equipment.

"The volume of work that HelpDesk handles is impressive ... approximately 70 phone calls and 30 emails each day," said Executive Director John Earle. "But more important than just volume, the outstanding work of our CSRs is utilized and appreciated daily by clerks and our website customers, and is critical to our continued success."

The Authority regularly receives feedback from customers who have received support from HelpDesk. Following are some of the positive comments.

"Nathan called this morning and the upgrade is complete. I just want to thank



Customer Support Team (left to right):
Cassandra Dowdell, Nathan Taylor,
Carlos Velazquez, Nicole Whitfield
(Customer Support Manager), Nicolina
Montoro, and Jason Gatewood

HelpDesk is open ...

Monday through Friday

7:30 am to 6:00 pm EST

Contact them at ...

404-327-9760 or 800-304-5174

help@gsccca.org

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January Board Meeting Review

The Authority Board met on January 13 for its quarterly meeting. Following is a summary of the reports and actions of the meeting.

General Business:

The minutes of the October 28, 2015 board meeting were approved. Greg Morgan, with the Authority's outside accounting firm Mauldin & Jenkins, presented the Authority's financial review and reported that the Authority's cash on hand has shown a net gain for the period of June – November, 2015. Additionally, fixed assets have shown a net gain of approximately \$200,000, and net position is up \$448,000. Overall, the Authority's financial health is in good shape.

Fines & Fees Division:

It was reported that collections are down compared to previous years. This decrease is attributable to the reduction of the Driver Education Training Fund (DETF) surcharge from 5% to 1.5%. Compliance rates remain high.

Training Update:

The 2016 training schedule was distributed to clerks in December. Notary training classes continue to be scheduled as the training offers great exposure for clerks while providing a valuable service to constituents. To date, attendance for classes has been very good. The Authority will continue to offer several online training opportunities to clerks and employees.

eFiling Project:

It was reported that eFile numbers continue to grow overall. 92 counties are currently participating in UCC eFile and, on average, 6,500 UCCs are eFiled per month. The number of clerks' offices participating in Real Estate eFile continues to grow. Currently, there are 32 participating counties with a few others pending. Child Support eFile currently has 116 counties participating.

UCC Project:

It was reported that there was a slight increase in the number of UCCs filed during the Au-

thority's second quarter. It is projected that 227,000 total UCCs will be filed during FY2016, an increase over the total for FY2015. The total number of certified searches is on track to match the FY2015 totals, approximately 7,000.

Notary Division:

It was reported that 45% of all apostilles are issued for Spanish-speaking countries, primarily located in South America. Requests for Central American countries are popular as well. Approximately 6% of all apostille requests are for Korea, which is notable because of the small population of the country.

Historical Deed Projects:

It was reported that 1.2M documents were submitted for review and inclusion through December 2015. To date in January, 106,000 documents have been submitted for the Authority's 1992 project and Voluntary (County-Funded) Historical Deed Re-Indexing Project. Three counties, as of January 2016, have submitted documents for the voluntary project. Documents are in quarantine review. Other inquiries are being received for the voluntary project. In all, the projects have seen lots of activity to begin 2016.

Subscriber Services:

It was reported that the number of account holders has "leveled off" in recent months. Discussion ensued regarding how to increase the number of subscribers through marketing efforts. Suggestions were made to increase awareness of the Authority's services by posting on local clerk websites. Authority staff will have internal discussions regarding increasing awareness of products and services.

Next Board Meeting:

The next quarterly board meeting will be held on April 13, 2016 at the Authority office. ■



Let Authority help train your staff

The Authority's 2016 training program is underway and offers three convenient training formats: classroom, webinars and online. See details below.

Classroom Training:

These programs are three hours in length, hosted by a Superior Court clerk, and offered free-of-charge. Training on the **Real Estate Indexing Standards** will be offered three times. (See the dates and locations

below.) Suitable for new and experienced indexers, this course includes a review of the GSCCCA Standards for indexing real estate, lien and plat records with an emphasis on the reasoning behind the Standards; a review of the latest changes to the Standards; a review of various deed and lien instrument types and their purpose; indexing difficult instruments such as those from securitization trusts; and a review of the Authority's online Indexing Standards course.

Webinars:

Webinars are remote training conducted via the internet and phone and allow a clerk to have as many staff members as they wish participate. Webinars will be offered on the following topics:

Advanced Indexing Standards — This 1.5-hour webinar covers more advanced indexing topics such as indexing difficult instruments and parties. The class will also address recent changes to the Standards and common mistakes found in index data.

Get to Know the Authority — Want to put a face to the name? Then meet the staff of the Authority during this one-hour webinar! We will look at each department in the Authority, its role, and how to contact them, the Authority's history and more.

UCC Training — This 1.5-hour webinar will provide an overview of Georgia's Uniform Commercial Code; a discussion on Revised Article 9 and how it relates to the processing and indexing of UCCs; information on UCC forms, administrative procedures and minimum filing requirements; and reasons for rejecting a filing.

Windows 10 — This webinar offers an introduction to Windows 10 focusing on the redesigned Start Menu. The discussion will include usability improvements, like window snapping and virtual desktops. Training will also cover Microsoft Accounts and how to use it, examine the new web browser, and demonstrate the Windows 10 digital assistant, Cortana.

Need to train multiple staff members at one

time? Give webinars a try and efficiently train your staff in a couple hours. See dates below.

Online Training

The Authority also offers a wide variety of online training opportunities. Courses include:

- ❖ Introduction to GSCCCA Indexing Standards
- ❖ Extended Real Estate Indexing Standards
- ❖ Fines & Fees Training
- ❖ Notary Public Training
- ❖ UCC Training

Courses are available 24 hours a day, 7 days a week, making training completely flexible. ■

Need more information?

Contact Rachel Rice at 404-327-7322 (800-304-5175 x1010) or rachel.rice@gsccca.org with training questions or to inquire about remote training. Go to www.gsccca.org/training to access and register for all training courses.

2016 Schedule

Classroom Training on Real Estate Indexing Standards:

March 8	McDuffie Co. Sup. Ct., Thomson
Sept. 13	Crisp Co. Sup. Ct., Cordele
Oct. 13	White Co. Sup. Ct., Cleveland

Webinars:

March 9	Windows 10
April 19	UCC Training
May 18	Advanced Indexing Standards
June 23	Get to Know the Authority
August 10	Windows 10
August 25	UCC Training
August 30	Advanced Indexing Standards
September 14	Get to Know the Authority
October 26	Windows 10



Authority's HelpDesk — Cont. from Page 1

everyone for their support and the 'helpful' attitudes that all of you have. THANKS AGAIN!!!!"

*— Elizabeth Landing, Jenkins
County Superior Court Clerk*



"I just spent quite a while on the phone with Nicolina, and she was pleasant, professional, and competent."

*— Rawson Gordon, Attorney,
St. Simons Island*

"I spent 3 hours with my computer tech trying to get my computer to download images from your website; he couldn't fix it but when I called your technical support team, Cassandra fixed it within 5 minutes. Thanks!!!!!"

*— Barry Brown, Texas
Environmental Research*

The following annual statistics speak to the volume of work this team handles each year and the efficiency of their performance.

2015 HelpDesk Statistics

- ❖ Total Calls: **17,066**
- ❖ Answer Rate: **98%**
- ❖ Percent Overflowed to Voicemail: **1%**
- ❖ Average Talk Time: **5 minutes 56 seconds**

- ❖ Average Speed of Answer: **56 seconds**
- ❖ Total Email Requests Received: **7,600+**
- ❖ Total Hardware/Repair Requests: **286**
- ❖ Tickets Received: **14,146**
- ❖ Tickets Resolved (during initial contact): **12,413**
- ❖ Ticket Resolution Rate: **88%**

Top 10 Requests

- ❖ GSCCCA Website: General Information/Non-Tech Q/A (1483)
- ❖ GSCCCA Website: Username/Password Requests (1387)
- ❖ Account Management: New Account Requests (850)
- ❖ GSCCCA Website: Site Navigation Assistance (825)
- ❖ GSCCCA Website: Unable to View Images (784)
- ❖ GSCCCA Website: Java Install/Update (459)
- ❖ GSCCCA Website: Java Error (374)
- ❖ PT-61: Non-Tech Q/A (332)
- ❖ UCC eFile: Customer Filing Question (277)
- ❖ Outlook: Unable to Send/Receive Emails (248) ■

**Sign up for Real Estate
eFiling Demonstration**

Want to see how to process real estate eFilings through a vendor system? The Authority will host training sessions at the Spring Clerks' Conference, in which vendors will demonstrate how to process a real estate filing through their system. See what it takes to upload, stamp, and receipt a filing. We already have vendors signed up! Look for the complete schedule coming soon.

