

2024 NASS IDEAS:

Rhode Island's Virtual Office Hours Program

Kristen Cordeiro

Deputy Director of Business Services



Virtual Office Hours

- Business ServicesDivision initiative
- Launched in 2021
- Alternate customer service pathway
- Response to growing demand for virtual engagements
- Offered twice/week

- Curated topics to
 assist with
 complicated
 questions/concepts
- Standardized for staff
- Personalized feel for customers
- Accessible option for those with transportation or mobility challenges

Scheduling a Virtual Office Hours Appointment

<u>Click here</u> to start your virtual appointment on the date/time listed below.

To maximize the value of your appointment, please arrive on time for the allotted time slot. A microphone and camera are required for this virtual appointment.

If you need to reschedule, please cancel this appointment. To schedule another appointment, click here.
Contact us at officehours@sos.ri.gov with questions related to your appointment.

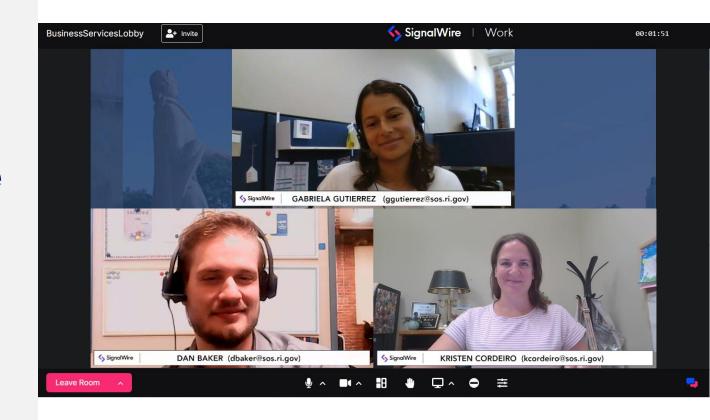
Your Engagement has been Confirmed!

Hi, Your Engagement is confirmed on **Tuesday**, **July 16**, **2024** at **9:00 AM** (America/New_York). Please find the details below:

Confirmed Date
Tuesday, July 16,
2024 at 9:00 AM.

Department Location
RI Business Services Virtual Appointment
Attendees appointment Rhode
Kristen Cordeiro Island
Mode Engagement Type
VIDEO Start a Business

Joining a Virtual Office Hours Appointment



- Does your office help customers with complicated questions?
- Would it be helpful at times to see what your customer is seeing?
- ➤ Would your customers like receiving "personalized" service?

Transferability



THANK YOU

The success of Virtual Office Hours would not be possible without the help and support of the following:

- Gregg M. Amore, Secretary of State
- Maureen Ewing, Director of Business Services
- Kristen Cordeiro, Deputy Director of Business Services
- Megan Labbe, Customer Service Manager
- Business Services Division staff

Questions?

Contact me: kcordeiro@sos.ri.gov