



2024 NASS IDEAS: Rhode Island's Virtual Office Hours Program

Kristen Cordeiro
Deputy Director of Business Services



Gregg M. Amore
Secretary of State



Rhode Island
Department of State

Business Services

Virtual Office Hours

- **Business Services Division 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

[Click here](#) 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 RI Business Services	Location Virtual Appointment
Attendees Kristen Cordeiro	appointment Rhode Island
Mode VIDEO	Engagement Type Start a Business



Joining a Virtual Office Hours Appointment

The screenshot displays a virtual meeting interface on SignalWire. At the top left, the room name is "BusinessServicesLobby" with an "Invite" button. The SignalWire logo and "Work" are in the top right, along with a timer showing "00:01:51".

Three video feeds are visible:

- GABRIELA GUTIERREZ** (ggutierrez@sos.ri.gov): Top right feed, wearing a headset, in an office setting.
- DAN BAKER** (dbaker@sos.ri.gov): Bottom left feed, wearing a headset, in an office setting with a whiteboard.
- KRISTEN CORDEIRO** (kcordeiro@sos.ri.gov): Bottom right feed, in a home office setting.

At the bottom left is a pink "Leave Room" button. The bottom center contains a control bar with icons for microphone, video, chat, hand, screen share, mute, and a menu icon.



Transferability

- 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?

Lobbyist
registration/reporting

Poll worker training

Public meeting notice
filings

Filing (or interacting
with) regulations

Genealogy/archival
research

Notary Public training



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

