On-Demand Customer Relationship Management (CRM) Frequently Asked Questions (FAQs)

1. **What is the On-Demand Customer Relationship Management (CRM)?**
   We are streamlining the way to get you the answers you need in a timely manner. The On-Demand Customer Relationship Management (CRM) provides you with a single point of contact and assistance with permitting, licensing, inspections, investigations, and enforcement.

2. **What kind of issues can I report through the CRM?**
   Whether it's permitting, licensing, inspections, investigations, or enforcement, CRM provides a timely response by the appropriate point of contact based on your issue.

3. **How do I submit an inquiry directly into the system for CRM?**
   To submit an inquiry or get additional information about CRM, please visit **dcra.dc.gov/crm**.

4. **Can I still contact Customer Service directly?**
   Yes. Our Customer Service department is available to answer questions and offer assistance. If your inquiry cannot be resolved within one email or call, Customer Service will include your inquiry into the system for CRM. The advantages of inquiries entered into the system are the updates and resolutions delivered to you by the appropriate division, in one seamless platform.

5. **Do I have to use the CRM form to report an issue?**
   No. Regardless of how you contact DCRA (web, social media, phone, and email), CRM bundles your inquiries into a single point of contact that allows for efficient customer interactions and assistance.

6. **How long will it take to get a response?**
   The CRM process is powered by a system that is designed to submit, assign, prioritize, and resolve your inquiries within 3 business days. Once your inquiry is submitted, our Customer Service Team will acknowledge your inquiry and stay in contact until your inquiry has been resolved.

7. **What does resolution/resolve mean for CRM?**
   When your inquiry has been resolved it means your inquiry has been answered. This includes, but is not limited to, scheduling an inspection, revising permit applications, providing status updates on vacant property registrations and other actions taken to address your inquiry.

8. **What does the Account Management Team do?**
   Our new Account Management Team handles escalated customer service issues for strategic accounts. An Account Manager serves as an advisor to the strategic account customer and escalation point for service issues. In addition, an Account Manager reviews all services (permits, inspections, licenses, enforcement) provided to the customer for consistency, identifies issues and proactively advises customers to minimize noncompliance, ensures customer satisfaction with services, reviews customer's project pipeline, anticipates needs and channels findings to appropriate managers within DCRA.

9. **What is the difference between Customer Service Representatives and Account Managers?**
   The Customer Service Representatives service all DCRA customers and the Account Managers focus on escalated issues for strategic accounts. All Customer Service Representatives and Account Managers ensure customers' issues are resolved and that they are satisfied with DCRA services.

10. **When do I contact the Customer Service Department versus an Account Manager?**
    You may contact our Customer Service Department for all issues which will in turn direct any escalated issues to your assigned Account Manager (if one is assigned) when there is a service problem. For example:

    a) If you would like to inquire about your application status, our Customer Service Department will be happy to assist.

    b) If you have a service problem such as a permit application pending beyond our current Service Level Agreements (SLAs) of 30 business days for an initial review or 15 business days for a re-review, your Account Manager will be happy to check why your project is being delayed and to assist in getting the project reviewed as soon as possible. You can also reference the permit review SLAs listed under the "Job Classification System - DCRA Review Target Timelines by Job Type" on our website.

If you are unsure who to contact, please contact our Customer Service Department and they will resolve your issue or route your inquiries to the appropriate contact.

11. **How are Account Managers assigned?**
Account Managers are assigned to our customer categories. Our customers are grouped into – residents, businesses, government and non-government stakeholders. Account Managers are assigned per Ward for our residents, by high volume business companies for our business customers, government entities, non-profit and other stakeholders.

12. **My project is not meeting the agency's required Service Level Agreement (SLA). What should I do?**
Pease contact your assigned Account Manager if the agency's SLA was not met so that they can reach out to the appropriate division to determine what transpired with the project and take the necessary steps to ensure that the project is moving forward in a timeframe that will resolve the issue(s). If you do not have an assigned Account Manager, please contact the Customer Service Department to assist you.

13. **How can I check on the status of my project?**
If you are the applicant or the applicant's agent, you will receive a notice via email from ProjectDox whenever the status of a project has changed. Alternatively, you can check the status via DCRA's website (eservices.dcra.dc.gov/obpat/default.aspx). The Account Manager focuses on service issues. Please refer to FAQ #10 for an example of a service problem.

14. **My project is being reviewed by another District agency or entity and I need to get it completed. What can I do?**
Contact the District agency or entity directly to determine the status of the review.

15. **Can you assist in getting a meeting set up with the reviewer on my project? I've been unsuccessful in reaching the Reviewer.**
If the project is still within the agency's SLA, please contact the specific discipline's manager (electrical, fire, mechanical, etc.) pertaining to the review in question so that the manager is aware of the problem and so that he/she can coordinate a meeting with the reviewer to get your project back on track. If it is beyond the agency's SLA, please contact your Account Manager to assist.

16. **If I have problems getting my project through prescreening, what can I do?**
    Please contact the Permit Center Manager so that he/she can ensure that our SLA is being met and to provide you with a date in which your project will be prescreened. For information about how to submit projects in ProjectDox, please refer to the following link (https://dcra.dc.gov/service/file-your-permit-drawings-online-projectdox).

17. **Can someone else from my company be added to my account?**
    Yes. Please provide the Customer Service Department or your Account Manager (if assigned) with the contact information of the individual(s) to be added to your account profile.

For more information, please visit dcra.dc.gov/crm.