

## Amazon Connect (AWS) Phone Call Routing

Business Line	Routing	Description
Deputy Support	2 – 2 – 1 – 1	DL – Credential & Acceptable docs
Deputy Support	2 – 2 – 2 – 1	DL – Financial Questions
Deputy Support	2 – 2 – 3 – 1	DL – Procedural questions
Deputy Support	2 – 1 – 1 – 1	MV – Procedural questions
Deputy Support	2 – 1 – 2 – 1	MV – Add Makes
Deputy Support	2 – 1 – 3 – 1	MV – Financial Adjustments
Deputy Support	2 – 1 – 4 – 1	MV – Salvage + NMVTIS
Deputy Support	2 – 1 – 5 – 1	MV – Special Plates
Deputy Support	2 – 1 – 6 – 1	MV – Disabled Veterans
Deputy Support	2 – 1 – 7 – 1	MV – Wrong vehicle + VIN correction
Deputy Support includes Motor Vehicle Liaisons and Regional Supervisors		
<i>Note: Deputy Support includes educational prompts for each menu option prior to routing to a liaison or supervisor, requesting they confirm by pressing '1'</i>		
PIC	1 – 1	Office Locations
PIC	1 – 2 – 1	Scheduling - Exam Appointments
PIC	1 – 2 – 2	Scheduling - VIN Inspection Appt
PIC	1 – 2 – 3	DEV - DEV appointments
PIC	1 – 3 – 1	Record request - office location
PIC	1 – 3 – 2	Record request - questions
PIC	1 – 4 – 1 – 1	Driver Licensing - Personal DL
PIC	1 – 4 – 1 – 2	Driver Licensing - CDL
PIC	1 – 4 – 2 – 1	DEV - Tickets, no insurance, medical waiver
PIC	1 – 4 – 2 – 2	DEV - Impaired driving, interlock
PIC	1 – 5 – 1	MV - Vehicle Title
PIC	1 – 5 – 2 – 1	MV - Vehicle registration – personal
PIC	1 – 5 – 2 – 2	MV - Fleet registration

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<b>PIC</b>	<b>1 – 5 – 3</b>	MV - Disability
<b>PIC</b>	<b>1 – 5 – 4</b>	MV - Refunds
<b>PIC</b>	<b>1 – 5 – 5</b>	MV - Special plates
<b>PIC</b>	<b>1 – 5 – 6</b>	MV - Impounds
PIC includes Records, Public Information Center, & Impound		
<b>Dealer</b>	<b>3 – 1</b>	Licensed Dealer or Public
<b>Dealer</b>	<b>3 – 2</b>	Law Enforcement
Dealer Licensing Unit		
<b>Prorate</b>	<b>4 – 1</b>	Supplements, Decal Requests, Renewals, Quarterly Returns, Web Access Questions
<b>Prorate</b>	<b>4 – 2</b>	New Accounts, Suspensions, Revocations, Closing Accounts
<b>Prorate</b>	<b>4 – 3</b>	Law Enforcement or Deputy Register
Prorate supports IRP/IFTA		