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AFCESA

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TARGET AUDIENCE: Air Force Civil Engineering Community

AFCESA Reach Back Center

Synopsis

This A-Gram introduces the AFCESA Reach Back Center (ARBC) and the benefits of using it. The ARBC was implemented to provide customer support to all Air Force civil engineer personnel worldwide in base-level and contingency operations.

What Is the ARBC?

The ARBC is a centralized engineering support center that allows AFCESA customers access to subject matter experts every time they call or e-mail for support. The ARBC is available to any individual seeking information on products, methods, training, criteria, templates, checklists, etc., in thousands of program areas that support base or contingency missions. The ARBC improves customer service throughout AFCESA through a computer-based ticket-tracking system that allows 100% visibility on the request, customer, assigned subject matter expert and required response time. When a customer asks a question, the ARBC support staff works quickly to provide a timely response. In most cases, they can answer requests immediately, or within a matter of hours. Although some requests may take longer, all requests will be answered within three days of contacting AFCESA. Accurate, prompt, decision-quality answers to customer questions is the staff's #1 goal.

What Hours Does the ARBC Operate?

The ARBC is currently staffed Monday through Friday, 0700–1600 (Central Time), with a mix of AFCESA subject matter experts that can field many general questions when you call. Publications, guidance, products and AFCESA services are all available via the e-mail address and telephone numbers listed below.

How Does the ARBC Service Customers?

Many customers are unable to readily access the individual or information they need because many of AFCESA's subject matter experts are one-deep and maintain frequent travel schedules. The ARBC will fill this gap and provide the customer an answer. After the customer's request is received, it can be tracked through the resolution process until its completion by either the ARBC staff or the AFCESA subject matter expert. AFCESA's commitment to the customer is "the right information, when and where you need it." AFCESA customers will be provided visibility on their request through the ARBC Request for Information Management and Tracking Program. The program is intended to streamline the delivery of information to customers and free their time for focusing on their jobs. Since its inception, the ARBC has handled over 800 customer requests with an average turnaround time of six hours.

How Do I Access the ARBC?

Accessing the ARBC is easy:

Call one of these numbers: 1-888-AFCESA1 or CONUS DSN 523-6995 or international DSN (312) 523-6995.

Send e-mail to **AFCESAreachbackcenter@tyndall.af.mil**.

Click on the Reach Back logo on the AFCESA public or secure Web sites.

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