

## Call Center Anywhere | Administration

CCA Administrators for Capital Consortium		
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The Call Center Administrators/Monitoring Team can be reach via the following email distribution list: [hseaccmonitoringteam@countyofdane.com](mailto:hseaccmonitoringteam@countyofdane.com)

Administrators are responsible for monitoring call volume and wait times on CCA. Staffing changes are made based on call trends and volume. When call volumes are high, administrators send out SOS e-mails. Administrators can add, delete, and change workers in the work queues. Administrators' works to problem solve call center problems. Administrators can also close the call center and change the call center message, when warranted. Closure events include agency wide meetings or trainings, CCA issues, system issues, Holidays, etc.

### CCA Closures

The Call Center will be closed on the days that Dane County Human Services is closed. For a complete list of Holidays observed by each County, see Capital Holiday Calendar.