**Capital Call Center** – Log into Genesys for entire shift, every day. Choose the appropriate status:

|  |  |
| --- | --- |
| **Status** | **Definition** |
| **After Call Work** | You will default to this status when a call terminates. This status will automatically revert to ready status in 20 seconds after the call was terminated. |
| **Ready** | Ready to take calls. If a call is offered in one of the queues you are in and you are the next available agent, your phone will ring |
| **Not-Ready Extended After Call** | Use only during CCC shift for when continuing to process a case after the call is complete (no more than 10 min) Email you management and the monitoring team if in this status with the case number. \*\*You will get an email if you’ve been in this status too long. |
| **Not Ready-Case Processing** | Use when working in lobby, or when processing all case work during Protected Time or Project Assignment. |
| **Not Ready-Last Call** | Use when you need to use the restroom during CCC Time or at end of your CCC transition period (no more than 10 min) \*\*\*\**You will get an email if you’ve been in this status too long.* |
| **Not Ready - Lunch** | Use when on lunch break |
| **Not Ready - Meeting** | Use when in an approved meeting |
| **Not Ready - On Break** | Use when on break (other than lunch) |
| **Not Ready – Other** | Not used currently |
| **Not Ready -Training** | Use when attending an approved training |
| **Not Ready – No Answer** | Will default to this status if you fail to answer an offered call |

**GENESYS- Call center time**

* Log into Genesys daily, even if not on a Call Center Shift
* Log into Genesys and be in “Ready” status during Call Center Time, unless pulled for another project by the Consortia Workload Manager, Supervisor or Lead.
* Email Local Supervisor(s), Local Lead(s) and Monitoring Team if you will be in “Extended After Call Status” for more than 10 minutes. Provide case number and brief explanation of why and approximate time.

**Caseload Management Time**

* Work on priorities during Caseload Management Time
  + **Daily** priorities: 7/10/30 verifications due list (CWW Caseload Management Search, CARES alerts, CWW Dashboard items >1 days to complete), if you are out part of a work day and miss your protected time, please work with your supervisor to find an appropriate time to complete this.
  + **Goal is to get caught up to within 2-days for**: Oldest documents, ACCESS Renewals, ACCESS SMRFs, ACCESS Change Reports. Please also work other CARES alerts daily.
  + **5-day** timeframe: Fair Hearing Initial Summaries
  + **10-day** timeframe: Fair Hearing Detailed Summaries, Healthcare-only Applications, UIB/Prisoner/SOLQ Discrepancies
  + **45-day** timeframe: SWICAs, do not wait until last month to complete. Divide the total by 45. This will give you the number you need to do per day

**Lead Worker coverage**

* If ESS are out one full day leads will cover the 7/10/30 list only. If you work a partial day and miss your Caseload Management time work with your supervisor to find an appropriate time to complete your 7/10/30 list.
* Leads will cover Caseloads for ESS that are absent at least 2 full days. Below are the work items they will cover or leave for when you return:
  + **Scheduled appointments will be reassigned from your client scheduling calendar for unscheduled absences (for those counties that schedule appointments in CWW client scheduling). Fair hearings will also be covered.**
  + **Documents, SMRFs, Changes, Renewals processed from 3 business days ago (where you should be caught up to if you were not out)**
  + **Alerts that are due that day (if manageable- some large alert dumps are more than what leads have time to process)**
  + **HC Apps 10 days old**
  + **All overdue work will not be done if you are not caught up on your caseload. You will not have everything done for you by the leads. They have limited time and cannot do everything if work is behind. Supervisors will be alerted if work is too far behind.**
  + **SWICA, Prisoner, UIB, and SOLQ discrepancies are not covered**
  + **Messages, emails, etc. are not covered**

**SWAMP & MINI-SWAMP**

* Logged into Genesys and be on “Ready” status during designated time, unless pulled for another project by the Consortia Workload Manager.
* Email Local Supervisors, Leads, and monitoring team if you will be in “Extended After Call Status” for more than 10 minutes. Provide case number and brief explanation of why and approximately the time you will be off.
* Verifications/Priorities
  + Swamp Days – 7/10/30 verifications due lists will be completed prior to Genesys opening at 8am. Early shift workers are responsible for completing their own, as well as other assigned 7/10/30 lists. (Buddy)
    - Early starters - Email Local Supervisor/Leads and CCC Monitoring Team if unable to complete lists, and take calls at 8am. You will get instructions about when to complete them, or if they will be covered by leads.
    - Leads are responsible for completing absent workers 7/10/30 lists for full day absences
    - Early starters should work with their supervisor to find a time to complete their 7/10/30 list and their buddies if they come in late, and miss their time to process these from 7:15-8am.
  + Mini-Swamp Days – see “Case Management time”

**LUNCH/BREAKS**

* Lunch/Breaks: These vary by county. Please see your supervisor for your schedule
* Breaks should not be taken w/in an hour of your lunch or end of day.

**PROJECT ROTATION EXPECTATIONS**

* + Capital Consortium workload monitors will pull you from the phones and assign projects
  + Complete the list to the best of your ability with the exception of programs you are not trained in
  + Follow instructions in the email from the monitors, and reply to them at the end of the shift with any work not completed.
  + Watch your email for when you may be pulled back on the phones. Finish up your case and get back on the phones. Do not go to break, take a call to ensure we get the calls on hold at a manageable level. Take a break after at least one call if it is your time to go.

***Flexibility may be required to meet the needs of the Consortium, as well as individual Counties.***