

LEADS/PRT | DAILY TASK COVERAGE

1. The daily standard tasks below will be scheduled round robin with the Capital Leads Team.

Daily Tasks To Cover (Leads)	Leads Per Task
Help Queue	3 per shift (AM/PM)
Problem Resolution Team Email Inbox (Dane leads only)	1 per shift (AM/PM)
Lists* (daily priorities for absent consortium workers)	3 to 6 leads per day depend on the volume
Lobby (Dane lead)	1 per shift (AM/PM)
Other	3

2. ***Covering appointments and completing work lists will be provided for absent workers, both planned and unplanned.**
3. A monthly calendar for each task will be produced for the Capital Leads Team and can be found in SharePoint.