

CONSORTIUM ESS HELPLINE

The Capital Consortium workers can quickly access assistance at any time during the work day, either while they are taking calls on CCA or when working on their caseload processing. The Capital supervisors and lead workers will be available to assist Capital workers through these two methods:

Email your question to Capital Problem Resolution Team at: hseaprobres@countyofdane.com

Call the CCA Capital Helpline at: 608-264-0351 or *3 for short cut from CCA

Helpline instructions

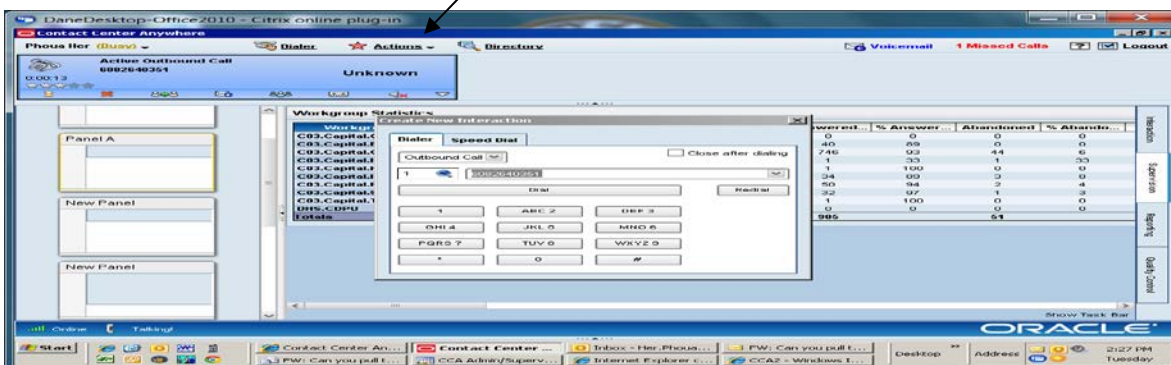
Helpline is open from 8:00 AM – 4:00 PM daily, to assist staff on policy, system and case processing issues and to take on escalated customers. Helpline is open from 4:00 – 4:30 PM for escalated customers only. Instead of keeping your customer on hold while you run around, trying to find someone to answer your question, you can find help just a few mouse clicks away in this order:

1. Dial CCA Capital.Helpline first for help
2. Dial your assigned lead worker if you can't get through to the Capital.Helpline
3. Go find your supervisor or any supervisor if option 1 and 2 failed.

Here's the scene: you are processing a FS request on the CCA. You run into a situation you're not quite sure about. You need help. You will put your caller on hold, and contact the Helpline. You will be talking to a trainer, lead worker, or supervisor. They will try to help you through your issue over the phone. If your Attendant requests that you transfer the call to them, you will transfer the call **to that individual**. Go back to the caller on hold, and inform them that they are being transferred. The caller should be transferred to the direct line of the person who agrees to take the call.

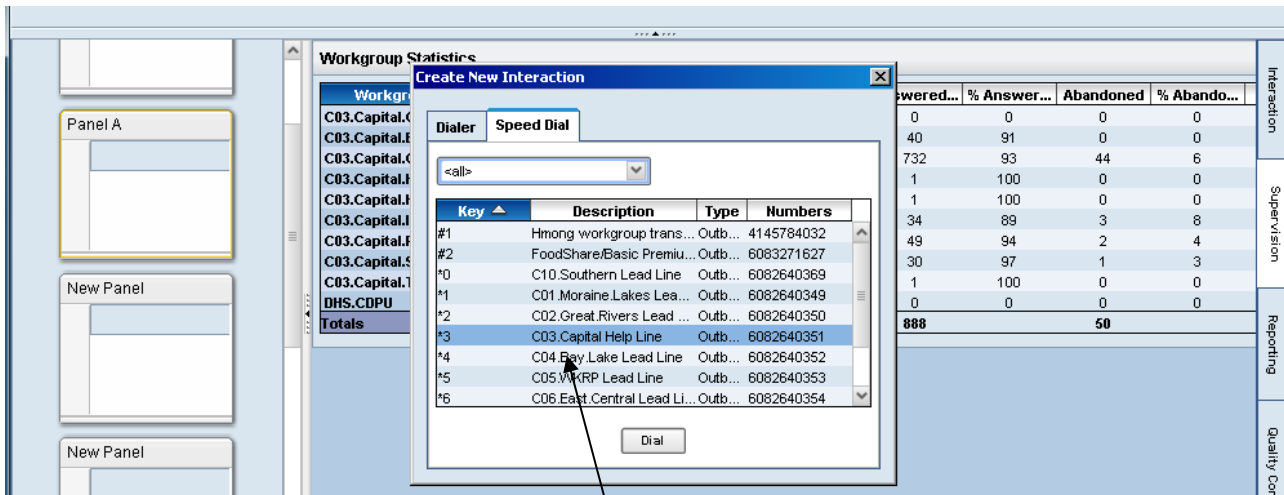
How do I call the Helpline?

To call the Helpline, click on the "Dialer" icon in CCA for the dial pad.



In the "dial pad", click on the "Speed Dial" tab see screen shot below.

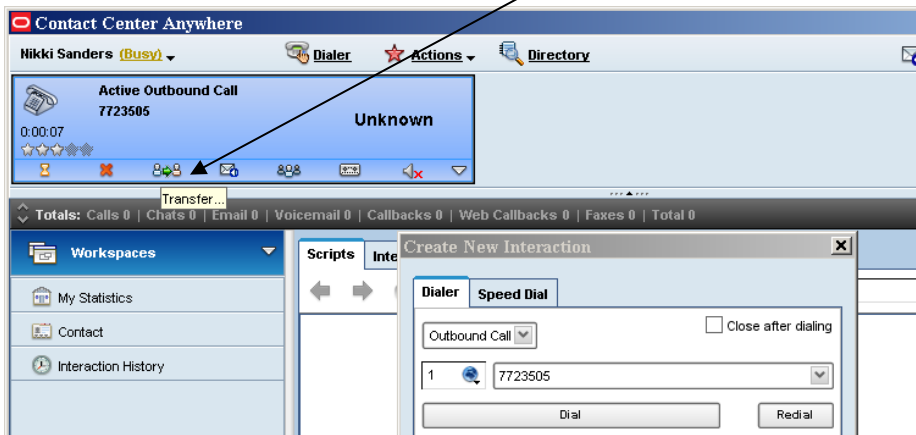




Once in the “speed dial” pad, look for “C03.Capital.Helpline” and double click. Or on your dial pad you can just hit “*3” (star 3) for short cut dialing to the Helpline. You can also dial the # direct at 264-0351. Your call will be answered by the Helpline attendant, and together, you will find the solution to your problem.

How do I transfer a call to the Helpline Attendant?

If you are transferring your call to the attendant that was working on the case with you, you will transfer it to their direct phone number. Click on the “transfer” icon in your Call box.



Then you will get the Transfer To... box

Transfer To...

User **Workgroup** External Number

Department: C03.Capital Filter:

Transfer Supervised Transfer Warm Transfer View

First Name ▲	Last Name	Department	Extension	Status
Abraham	Saloma	C03.Capital	11120	Logout
Adam	Chorlton	C03.Capital	11531	Logout
Alex	Premo	C03.Capital	10857	Logout
Alyssa	Gunderson	C03.Capital	11182	ACD Call
Amanda	Saeger	C03.Capital	11738	Document Processin
Amarilys	Rodriguez	C03.Capital	10247	Application Processir

Type the attendant's last name in the Filter box

Transfer To...

User **Workgroup** External Number

Department: C03.Capital Filter: furr

Transfer Supervised Transfer Warm Transfer View Find

First Name ▲	Last Name	Department	Extension	Status
Michelle	Furr	C03.Capital	11137	Logout

And when your attendant's name shows up, click on it and then click the Transfer icon.