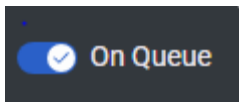


Capital Consortium

Serving Adams, Columbia, Dane, Dodge, Juneau, Richland, Sauk, and Sheboygan Counties

CALL CENTER “ON QUEUE” AND “OFF QUEUE” STATUS DESCRIPTIONS

ON QUEUE

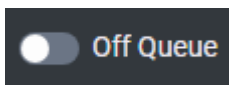


In order to receive calls from the Call Center, an agent must go “on queue.” The “on queue” toggle is located in the upper right corner of the workspace.

The system will automatically move an agent to After Call Work (Wrap-up) once the caller disconnects. Agents should complete as much work as possible during the call with the client on the phone. After Call Work should be minimal, primarily reserved for case commenting.

Once After Call Work is complete, click DONE, located in the bottom-right of the After Call Work menu, allowing the next call comes in. All of these actions are completed while an agent is “on queue.”

OFF QUEUE



When a status is selected from the Profile button in the Communications sidebar, the agent is automatically placed “off queue.”

Staff should choose from the following off queue statuses when assigned to the Call Center to recognize what they are doing when not on queue. No other off queue statuses should be used during Call Center time.

Note: You may receive an email if you have been in any on queue or off queue status for too long.

- **BREAK**

Use when on break, other than lunch. Breaks should not be taken concurrently to your Call Center start time or combined with lunch (Meal). Breaks should be taken/completed at least 30 minutes after and 30 minutes prior to your work shift start/end times. Morning Breaks should be completed PRIOR to 11AM. Avoid breaking also between 3:30 PM and 4 PM.

- **MEAL**

Use when taking lunch break according to your agency policy.

- **MEETING**

Use for meetings other than the regularly scheduled Thursday AM and/or PM Meetings, or as instructed by your supervisor.

- **APPLICATION PROCESSING**

Use when on Protected Time, Workload Manager Project Assignment, or Lobby/Front Desk/OCL assignments. Replaces Document Processing and Application Processing.

- *****EXTENDED AFTER CALL WORK- Do not use this status*****

Based on the new functionality of the call center, After Call Work should be completed prior to an agent

clicking DONE in the After Call Work menu.

Genesys (prior to 9/13/2024)	Genesys Cloud (9/13/2024 to present)	Definitions
Ready	On queue	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.
After Call Work (20 seconds)	After Call Work (Wrap-up)	You will default to this status when a call ends. You will stay in this status until you click “DONE.”
Not Ready- Extended After Call Work	Busy-Extended After Call	Do not use this status. Based on new functionality, After Call Work should be completed prior to an agent clicking DONE in the After Call Work menu.
Not Ready-Case Processing	Busy-Application Processing	Replaces Document Processing and Application Processing.
Not Ready-Last Call	Away	Use for restroom breaks and to transition off of call center (ex. end of shift prior to lunch or end of day). Do not use Away status until 10 minutes prior to transition off of call center. You will get an email if you’ve been in this status too long.
Not Ready-Lunch	Meal	Use when on lunch break
Not Ready-Meeting	Meeting	Use when attending an approved meeting, other than Thursday AM/PM meetings.
Not Ready-No Answer	Gives you an option to stay on queue or off queue	Will default to this status if you fail to answer an offered call.
Not Ready-On Break	Break	Use when on break (other than lunch).
Not Ready-Other	Available	You will default to this status when you first sign in but you need to change the status to the one that best fits your work assignment at the moment.
Not Ready-Training	Training	Use when attending an approved training.