

**CAPITAL CALL CENTER
QUEUE DESCRIPTIONS AND ASSIGNMENTS**

GENESYS CLOUD QUEUE DESCRIPTIONS

GENERAL QUEUE	<p>Family workers are scheduled to be on the call center everyday with 90 minutes protected time as a standard day.</p> <p>General queue is for callers that didn't choose a specific language or program as specified in the call tree. Most calls should be from non-EBD households that are not calling about child care. Sometimes calls that should have gone to one of the specialized queues end up in the general queue. Below are instructions for workers to follow when this occurs.</p> <p>If a Child Care or EBD/FC/LTC call does happen to come through the general queue, we will still exercise the First Contact Resolution approach. Staff will complete as much work as they can on the case for the program of their expertise.</p> <p>Child Care applications, renewals, and authorizations must be done in the county of residence. CC callers will be transferred to the CC queue in the appropriate county.</p> <p>EBD/FC/LTC callers received in General queue, once determined the issue is specific to EBD/FC/LTC beyond their expertise, caller will be transferred to the appropriate EBD/FC/LTC queue.</p>
EBD QUEUE	<p>EBD workers are scheduled to be on the call center everyday with 2.5 hours protected time as a standard day.</p> <p>The EBD Queue is an upfront option from the phone call tree for customers to select from for EBD/FamilyCare/Long Term Care questions and case processing. We will still exercise the First Contact Resolution approach. Staff will complete as much work as they can on the case based on their programs expertise.</p> <p>Transfer to the EBD queue only if it is absolutely beyond your knowledge of expertise to assist the customer.</p>

<p>CHILD CARE QUEUES</p>	<p>Child Care Queue is an upfront option from the phone tree, customers are asked to push the number coinciding with their county of residence. Each county staffs their relative queues. Child Care applications, reviews, and authorizations must be done in the county of residence.</p> <p>We will still exercise the First Contact Resolution approach. Staff will complete as much work as they can on the case for the program of their expertise.</p> <p>CC callers will be transferred to the CC queue in the appropriate county. All counties other than Dane have voicemail attached to these queues.</p>
<p>SPANISH QUEUE</p>	<p>The Spanish queue is an upfront option from the phone call tree for Spanish speaking customers to select from to do their IM related business with us.</p> <p>CCC workers from the General queues can transfer Spanish speaking callers into the Spanish queue for assistance in Spanish language.</p>
<p>SPANISH EBD QUEUE</p>	<p>The Spanish EBD Queue is a transfer queue for workers to use.</p> <p>CCC workers from the General and Spanish queues can transfer Spanish speaking EBD clients into the Spanish EBD queue for assistance</p>
<p>HMONG QUEUE</p>	<p>The Hmong queue is an upfront option from the phone call tree for Hmong speaking customers to select from to do their IM related business with us.</p> <p>CCC workers from the General queues can transfer Hmong speaking callers into the Hmong queue for assistance in Hmong language. The Hmong queue has voicemail attached to the queue for callers who have waited too long.</p>
<p>HMONG EBD QUEUE</p>	<p>The Hmong EBD queue is a transfer queue for workers to use.</p> <p>CCC workers from the General and Hmong queues can transfer Hmong speaking EBD clients into the Hmong EBD queue for assistance</p>
<p>HELP QUEUE (INTERNAL QUEUE)</p>	<p>Help Queue is staffed by Capital lead workers and occasionally Capital supervisors. Help Queue is open from 8:00 AM – 4:00 PM to assist staff on policy, system and case processing issues and to assist escalated customers.</p> <p>Customers should not be transferred directly to the Help Queue. Customers are to be transferred only if the Help Queue lead worker specifically instructs the worker to do so.</p>

