When to email the CC monitoring:

Email the CC monitoring team when you are going to be off “Available” status” for more than 10 minutes to address common situations that arise during the course of a normal business day and for Genesys problems or other computer issues. Since **not** all supervisors has the ability to monitor in Genesys, you should always cc your supervisor when you email CC monitoring.

Examples of common situations:

* Helping at the lobby
* Extended after call to work on a complex case (after a phone call)
* Genesys Issues
* Computer issues
* Other situations that are part of the normal business flow

Any other instances should be handle by your direct supervisor and they will contact CC monitoring. This includes but not limited to:

* Extra protected time
* Household emergencies
* Leaving for the day
* Work leftover from the previous day regardless of the reason
* Any circumstances that are not listed and require supervisors discretion

New CC Monitoring template

If you are going to go into extended after call for more than 10 minutes, or any other status that prevents you from taking calls, other than case processing when pulled for projects, please email the cc monitoring team and CC your supervisor.

Subject:

Case number:

Brief description of the problem (60 characters or less):

Estimated time:

Example,

Subject: Extended After Call

Case Number: 1020304050

Entering a complex CC authorization.

Estimated time: 15 minutes

* IT Issues
  + Same concept
    - Subject line:
      * Brief explanation (Internet connection issue)
    - Body of the email:
      * Systems affected
      * Location
      * Steps to resolve the issue (call the help desk, reboot, trying a different browser, etc.)