

MEM – CC – After Hours Callbacks

Purpose:

This procedure explains the process of how to handle voicemails left after hours.

Identification of Roles:

DHS Contact Center Associate (CCA)
DHS Contact Center Supervisor (DCCS)
Operations Manager (OM)
Project Director

Performance Standards:

100% of all messages will be called back prior to 11:00AM the next business day. All second attempts are to be made by the end of the second business day.

Path of Business Procedure:

Step 1: The Contact Center Associate (CCA) will check the after-hours voicemail box by 8:30AM.

Step 2: CCA will log all calls into a spreadsheet called DHSCC Voice Mail:
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Step 3: CCA will create a contact log in OnBase Workview and log the contact log number on the DHSCC Voice Mail Spreadsheet

Step 4: CCA will make a first attempt to all callers prior to 11:00AM that business day.
a. If no answer, CCA will leave a voicemail and log first attempt in the spreadsheet.
b. If the caller is reached, CCA will log the DHSCC Voice Mail spreadsheet and highlight the line in blue; indicating no further action needed.

Step 5: DHS Contact Center Supervisor (DCCS) will review the DHSCC Voice Mail spreadsheet every day at 11:00AM to ensure all callbacks are in compliance.

Step 6: DCCS will report daily to the Operations Manager (OM).

Step 7: OM will report to Project Director monthly, as long as all calls are in compliance. If any calls are not in compliance, OM will report to PD immediately.

Forms/Reports:

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RFP References:

N/A

Interfaces:

Excel

Attachments:

N/A