

MEM – CC – Workers Call to Report an ELIAS System Issue

Purpose:

This procedure explains the process on how to resolve worker calls regarding ELIAS system issues.

Identification of Roles:

Helpdesk CSR Level 1 (IT1)
ELIAS Helpdesk Supervisor (EHS)
Call Center Supervisor (CCS)
IT Helpdesk Level 2 (IT2)

Performance Standards:

Quality Assurance for all DHS Contact Center / Member Services calls must be at least 85%. However, ITSM Incidents Request Form should be completed correctly 100% of the time.

Path of Business Procedure:

Step 1: Calls are routed by an Automated Call Distributer (ACD) into an enrollment queue and answered by the next available Helpdesk CSR Level 1 (IT1).

Step 2: CSR requests worker full name, office location and worker ID number.

- a. Requested information does not have to be verified

Step 3: CSR asks worker general questions regarding system issues.

- a. Are you currently logged into the application?
- b. What exactly are you trying to do on the page that you are having issues?
- c. Is this a reoccurring problem for you?
- d. Are you the only person affected or is the entire office (or department) having the same issue(s)?
- e. How critical is this issue to your immediate activity?
- f. Is there a workaround?
- g. Are you getting any error messages?
- h. Will you please email me a screenshot of the error message?

Step 4: CSR resolves the issue(s) and/or provides the worker with steps on how to access needed information.

- a. Proceed to Step 5 if ELIAS system issue(s) cannot be resolved by IT1.

Step 5: If issue(s) cannot be resolved, CSR uses a SNOW Incidents Request Form to collect data for ELIAS.

- a. This procedure should be used for manual escalation.

Step 6: CSR asks required questions on the SNOW Incidents Request Form then completes the form in full, based on the worker answers.

Step 7: After required information has been entered by CSR, the SNOW Incidents Request Form should be saved.

- a. The SNOW Incidents Request Form should be titled with the last name of the caller and their ticket number.

Step 8: IT1 will email the form as an attachment to ELIAS Helpdesk Supervisor (EHS) with a copy to Call Center Supervisor (CCS) including a standard email subject.

- a. If the worker has provided a screenshot of the issue(s) and/or error message(s), CSR may include it as an attachment in email.

Step 9: EHS will review SNOW Incidents Request Form and recorded phone call for quality assurance. If there are any questions and/or concerns, EHS will discuss with the CSR.

Step 10: SNOW will notify CSR.

Step 11: CSR will notify worker of resolved ELIAS system issue(s).

Forms/Reports:

SNOW Incidents Request Form

RFP References:

N/A

Interfaces:

Eligibility Integrated Application Solution (ELIAS)

Attachments:

N/A