

CalSAWS

California Statewide Automated Welfare System

Design Document

CA-228023 – DDID 2704 Post Call Survey

CalSAWS	DOCUMENT APPROVAL HISTORY	
	Prepared By	
	Reviewed By	

DATE	DOCUMENT VERSION	REVISION DESCRIPTION	AUTHOR
04/20/2021	0.1	Initial Draft	Alex Hatfalvi

Table of Contents

1	Overview	4
	1.1 Current Design.....	4
	1.2 Requests.....	4
	1.3 Overview of Recommendations.....	4
	1.4 Assumptions	4
2	Recommendations.....	4
	2.1 Enable Post-Call Survey for Additional Counties	5
	2.1.1 Overview	5
	2.1.2 Question Repository Configuration	5
	2.1.3 Customized County Questions and Results	5
	2.1.4 Reporting.....	6
	2.1.5 Opt-in.....	6
3	Requirements.....	7
	3.1 Project Requirements.....	7

1 OVERVIEW

The automated Post-Call Survey collects feedback on call quality and experiences from callers after interactions with agents have ended. Post-Call Survey is offered to all inbound callers and courtesy call back callers once the agent disconnects.

1.1 Current Design

The existing Post-Call Survey option was migrated to CalSAWS with SCR CA-207026. The Post-Call Survey uses AWS Connect to transfer customers to the Post-Call Survey IVR (Contact Flow) when the agent disconnects the call. The Contact Flow retrieves up to five (5) County specific questions from the system. Questions are formatted for customers to answer "yes/no", or "rate on scale" to allow the customer to input a number as their answer to each survey question.

The Contact Flow stores the answers to each of these questions for the weekly report that includes details about the customer, the agent they interacted with, and timestamp. Reports are compiled in a CSV file type and automatically sent via email as an attachment to a designated county contact.

1.2 Requests

The CONTRACTOR shall configure the Customer Service Center solution to offer a Post-Call Survey at the end of the call to gather customer feedback for Los Angeles and CalWIN Counties.

1.3 Overview of Recommendations

1. Enable existing Amazon Connect contact flows for additional Contact Center counties (CalWIN and Los Angeles Counties) to provide a Post-Call Survey on completion of each call.

1.4 Assumptions

1. Post-Call Survey feature will be disabled unless the Contact Center county opts in. Opt-in/out decisions will be determined during individual county sessions.
2. The Post-Call Survey is customized by county and will be configured with the questions approved by the county.
3. Post-Call Survey questions must be formatted to allow for "Yes/No" or a "rate on scale" to allow customer to enter a number as their response.

2 RECOMMENDATIONS

This section outlines recommendations to enable the Post-Call Survey for the additional CalSAWS contact center counties (CalWIN and Los Angeles Counties).

2.1 Enable Post-Call Survey for Additional Counties

2.1.1 Overview

Existing Amazon Connect Post-Call Survey contact flows were migrated as part of SCR CA-207026 for the C-IV counties that currently have this functionality enabled. The additional contact center counties will need to be enabled to allow customers to complete the Post-Call Survey and provide counties with the weekly report.

2.1.2 Question Repository Configuration

Configure the county code in the contact flow to get the correct county specific questions from the database table.

Note: Importing the contact flow and changing the county code are done during deployment. Adding and changing questions to the repository table is a deploy time activity.

2.1.3 Customized County Questions and Results

Each contact center county will provide up to five (5) customized questions to be included in the Post-Call Survey for an individual county. Post-Call Surveys will be available in the following languages based on the customer language selection in the IVR:

1. English
2. Spanish
3. Farsi
4. Vietnamese
5. Mandarin
6. Armenian
7. Tagalog
8. Russian
9. Korean
10. Cambodian
11. Hmong
12. Cantonese
13. Arabic
14. Lao

Note: Translations for the Post-Call Survey questions will follow the existing CalSAWS translation process.

Post-Call Survey results are stored in anS3 bucket. The Post-Call Survey results will be stored for all questions completed by the customer. The customer does not have to complete all configured questions. Results are stored for 90 days.

2.1.4 Reporting

Weekly Post-Call Survey results are provided to individual counties through email with the report attached in a CSV format. The report will contain the following information that is stored once the customer completes the survey:

1. Customer ID
2. Case number
3. Has the customer Authenticated
4. Agent's name
5. Agent's ID
6. Time that the call came to IVR
7. Date and time the question was asked
8. Question number starting at 1 and going up to 5
9. Text of the question that was asked to the customer
10. Number and text of answer that the customer chose
11. Customer's language (see 2.1.3 for list of languages)
12. Customer's phone number
13. Date and time customer answered question
14. Reason call ended (exit reason)

Note: County will provide specific email address/county contact for report distribution prior to individual county go-live.

2.1.5 Opt-in

Contact Center Counties will be required to opt-in to the Post-Call Survey functionality to enable the functionality for customers. To enable the Post-Call survey a phone number needs to be assigned to the contact flow so that customers can be transferred to the survey at the end of the call.

Note: If a county chooses to opt-in to the functionality it will be documented in the individual county contact center configuration SCRs.

3 REQUIREMENTS

3.1 Project Requirements

REQ #	REQUIREMENT TEXT	Contractor Assumptions	How Requirement Met
DDID 2704	The CONTRACTOR shall configure the Customer Service Center solution to offer a Post-Call Survey at the end of the call to gather customer feedback. Counties will have the option to opt in or out of this functionality. The Post-Call Survey can have a minimum of 1 and a maximum of 5 questions. Questions will be in the "yes/no", or "rate on scale" format to allow the customer to input only number as their answer	Post-call Survey feature will be disabled unless the contact center county opts in.	This described in section 2.1