[CA-272934] eCCP - Post Call Status after Outbound Call
Created: 01/17/2024 02:39 PM - Updated: 02/29/2024 04:05 PM

Status:	Committee Review
Project:	CalSAWS
Component/s:	None
Fix Version/s:	None

Type:	CER		
Reporter:	Frederick Gains	**Assignee:**	Yogesh Patel
Labels:	CSC-Committee, LA_IVR_CER		

Main

Region #:	6
County:	Los Angeles
Submitter's Name:	Ng Kelly
Submitter's Email:	KellyNg@dpss.lacounty.gov
Submitter's Phone:	5629088594
Request:	Requesting correction for eCCP to reflect correct post call worker status after an outbound call was complete. Issue Currently when staff place themselves on a Not Ready – 7.Outbound Call status, agent status updates to AfterCallWork for 3 minutes, then back to Not Ready – 7.Outbound Call with timer runs continuously or in some cases agent status remains on AfterCallWork indefinitely until agent update their status.
Recommendation:	Requesting correction for eCCP to reflect correct post call worker status after an outbound call was complete. When an outbound call is completed, the worker status should be allowed AfterCallWork 3 minutes, then switched to Ready status if worker does not change their status before the 3 minutes.
Priority/ Implementation Consideration(s):	High. This implementation will optimize productivity and accurate reporting data.
Area(s) Impacted:	Call Center
Committee:	IVR & Contact Center

Attachments

CER.html (8 kB)

Comments

Yogesh Patel added a comment - 01/31/2024 10:35 AM

Review with Accenture