



[CA-274222] Prevent Multiple Courtesy Call Back Requests

Created: 02/15/2024 04:06 PM - Updated: 03/11/2024 08:12 PM

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

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

<i>Main</i>			
Region #:	1		
County:	Solano		
Submitter's Name:	Katrina Dillon		
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Request:	<p>The Courtesy Call Back feature provides clients an option to have the IVR call back the customer when the case worker is available rather than having to wait in the queue, but this feature does not limit clients from requesting courtesy call backs multiple times.</p> <p>Clients are calling in and requesting courtesy call backs multiple times which is impacting our Call Center with increased call volume, longer wait times, multiple unnecessary call backs to the same client that a call back was already completed on. When this occurs, it is impacted the overall productivity of our Call Center and decreases our customer service experience.</p>		
Recommendation:	<p>The system will prevent a client from requesting a Courtesy Call Back when one has already been requested and not yet completed. When a client attempts to make another Courtesy Call Back request after one has already been requested, a message will advise the caller that a Courtesy Call Back has already been requested and their request for an additional call back is unable to be processed.</p>		
Priority/Implementation Consideration(s):	Medium		
Area(s) Impacted:	Call Center		
Committee:	IVR & Contact Center		

Attachments
CER - SOL - Prevent Multiple Courtesy Call Back Requests.docx (36 kB)

Comments
Logan Pratt added a comment - 03/11/2024 08:12 PM
To be reviewed at committee meeting on 05/22/2024