**Admin Expectations**

1. Monitor call volume in all queues
   1. Send SOS emails when call volume is high
      1. Limit to one per hour during excessive/longer periods of high call volume
   2. Send SOS emails when call volume is low and agents can stop taking extra calls
   3. Monitor agent statuses
   4. Put the high call volume message on
2. Assist with escalated callers in the call center
3. After troubleshooting has been completed at the local level, address/email any issues needed to the Genesys team.
4. Collect Telephonic Signature waiver from supervisors
5. Provide back up support for agent questions for short term supervisor absences
6. Other Call Center Responsibilities
   1. Decide on call center closing
   2. Put the technical message on
   3. Distribute Genesys relevant information to staff
   4. Send out Coordinator messages that impact call volume
   5. Maintain Agent listing for Southern
7. Reports
   1. Complete monthly statistics for agents and local offices
8. Call Center Calendars
   1. Complete the Southern Call Center supervision calendar monthly
   2. Coordinate and distribute the local county calendars for agents

**Local Supervisor Expectations**

1. Learn how to use/navigate in Genesys.
   1. Respond timely with request for local office calendars
      1. Agents assigned to the call center should not be assigned to any other duties, including Lobby Services, when they are scheduled for call center shifts.  If there are unforeseen circumstances that you need some assistance with, please email the admins to discuss if coverage will be needed.
2. Communicate changes in policy, process, and procedures timely to agents
3. Log in to Agent Desktop and Real Time Reporting Daily.
   1. Make widgets for monitoring in Real Time Reporting
4. When an SOS email goes out, monitor that staff have assisted with call volume
5. Make sure your agents are logged in and ready for their call center shifts in the morning and afternoon.
6. Send an email to the admins daily for any changes in scheduled agents including emailing absences.
7. Provide assistance for their staff with any Genesys issues and troubleshooting steps.
   1. Once this has been completed, if there are unresolved issues, please contact the admins.
8. First point of contact for any and all case questions for agents that are not escalated callers.
   1. If the supervisor is out of the office, agents may contact the admins or check with other county partner supervisors to assist.
9. Temporary Process – Collect the date, case number, and connection ID information on Telephonic Signature issues from your staff and email them to the admins at the end of each month.
   1. These are due on 3/1/22 and 4/1/22

**Agent Expectations**

1. Take calls during your scheduled call center shifts
2. Pick up calls during SOS emails if you are not in direct contact with a client.
3. Remain available through the end of the day if you are on PM call center.
   1. Assist with clearing out the queue at the end of the day
4. Email coverage if agent will be jumping off any scheduled call center shift for non-call center related items. Include the local office supervisor with these changes
5. Email the admins when you are going to be in Extended After Call with the case number and that you will be greater than 10 minutes
6. Take your breaks between 9 am – 11 am and 1:30 pm – 3:30 pm. If you are unable to take a break during this time, please take your break after call center hours.
7. When a caller requests to speak to a supervisor, do not do an Instant Transfer (Blind Transfer). Please use the consultation feature to discuss the case and advise the supervisor of the issue prior to connecting the client.
   1. If a supervisor is unavailable, send an email with the issue and case information.
   2. Transferring to a supervisor should be your last option. Do your best to troubleshoot and de-escalate the client prior to transferring.
   3. When emailing the supervisor, please advise the caller that the supervisor may not get back to them immediately. Supervisors have two business days to return calls.