SCC at a glance

# Purpose of SCC

The purpose of Southern Consortium Call Center is to answer calls, process FoodShare-on-Demand applications, new applications, new program add, renewals, changes, discrepancies, answer any questions from the client, and complete any necessary work on the case while the agent has the caller on the line. Agents should be able to apply the One-touch model with any call.

# Hours of operation (excluding holidays)

Monday, Tuesday, Wednesday and Friday 8:30 am to 4:00 pm.

Thursday 11:00 am to 4:00 pm.

# Breaks

Breaks are taken for 15 minutes twice daily during the following times.

* 9:00 am to 11:00 am
* 1:30 pm to 3:30 pm (Your break should be completed BEFORE 3:30 pm or after 4:00 pm.)

Only agents scheduled on Call Center during their break should use the On-Break status in CCA.

Before taking break, agents will check all pages of the directory to ensure that there is no more than 7 agents on break at a time.

# Answering and closing a call

* **Answering a call**
  + **Smile!** A smile in your voice can help make the call proceed more smoothly.
  + **Greeting:** “Hello, Southern Consortium Call Center, this is (your first name) may I please have your case Number or social security number?”
  + **Confirm** the caller’s name, current address and phone number.
  + **Ask** “How may I help you today?”
* **Closing a call**
  + **Summarize the call.** Example “So today we updated your employment, and we will be sending you a request for verification….”
  + **Close the call**. Example “Is there anything else that I can help you with today?”

# CCA Status definitions

* Phone agents need to use only the following statuses in CCA:
  + **Available**- waiting for a call
  + **After Call**- working on finishing a case from an incoming CCA call
  + **Last Call**- restroom break
  + **On Break**- 15-minute break during a scheduled call center shift
  + **Lunch**- lunch break during a scheduled call center shift
  + **Document Processing**- working on documents outside of CCA- available for SOS
  + **Renewal Processing**- completing renewals through CCA- available for SOS
  + **Application Processing**- completing applications through CCA- not available for SOS
  + **Meeting**- attending other things outside CCA- not available for SOS