**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. General Queue – 10 minutes/10 calls
      3. Specialty Queues - 5 minutes/5 calls
   2. Monitor agent statuses
   3. Put the high call volume message on
      1. Check Callbacks in queue
      2. 15 calls in queue for more than 15 minutes
      3. Every Monday and TEAM Days
2. Collect Telephonic Signature waiver from supervisors
3. Provide back up support for agent questions for short term supervisor absences
4. Other Call Center Responsibilities
   1. Decide on call center closing
   2. Distribute Genesys relevant information to staff
   3. Send out Coordinator messages that impact call volume
   4. Maintain Agent listing for Southern
   5. Emailing training closures to Genesys Team
5. Reports
   1. Complete monthly statistics for agents and local offices
6. 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 to request for local office calendars
      1. Agents assigned to the call center should be on the call center unless they have supervisor approval.
         1. If there are unforeseen circumstances, please email the admins to determine if coverage is needed.
      2. Incorporate known absences into the call center calendar.
      3. Changes in schedules and absences should be emailed the day of the change to the admin of the day whenever possible.
      4. Include planned supervisory absences to SCC calendars
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. First point of contact for any and all case questions for agents.
   1. If the supervisor is out of the office, agents may contact the admins or check with other county partner supervisors to assist.
   2. Notify admins of supervisor absences
7. Ensure staff are sending telephonic signature issues to Cece for tracking.

**Agent Expectations**

1. Take calls during your scheduled call center shifts
2. When scheduled for call center, only “Extended After Call” status should be used for call center work after a call is completed.
3. Pick up calls during SOS emails if you are not in direct contact with a client.
4. Go available at 3:45 pm to clear out the calls at the end of the day
5. 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
6. 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
7. 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 the queue is clear at the end of the day.
   1. NOTE: When taking your break, your break must be completed BY the end time (11 am or 3:30 pm). If you cannot take your break in the afternoon, please take this after 4 pm.
8. Follow escalated call process in the SCC guide when a supervisor is requested.
9. Email Telephonic Signature issues to Cece for follow up as soon as possible.

**Please follow the below in the event of system issues:**

1. Follow the troubleshooting steps to clear your cache and reboot. Be sure all programs and browsers are closed except the one you are clearing cache on (close Genesys and CWW).
   1. Try Chrome or Edge (opposite of what you are in)
   2. Clear cache in both browsers. Be sure only 1 browser window is open and you are logged out of all programs
   3. Reboot your phone (cell or desk)
   4. Reference Genesys Troubleshooting Guide at: [Genesys User Guide (wisconsin.gov)](http://www.emhandbooks.wisconsin.gov/cca/genesys.htm#t=genesys_tasks%2Ftroubleshooting.htm)
2. Report technical issues to your supervisor and email admins if:
   1. There is a local issue (network connection, phone outage, etc.)
   2. The state helpdesk has been contacted
   3. Staff should place themselves in an alternate status, Not Ready – Technical Issues until issues have been resolved.
3. When there is a widespread system issue:
   1. Maria and Ali will be notified by VDLT MB CARES Support of issues with the system. Email will be forwarded to SCC Supervision Team.
   2. Genesys Admins will survey the number of staff available to continue taking calls.
   3. IM agencies must delay closing call centers until a minimum of a half hour of unresolved IT issues. During this time, staff should:
      1. Staff should keep retrying and clear out the browser when notified the servers have been rebooted or complete other suggestions from IT.
      2. Staff not experiencing issues should remain in a call receiving status.
      3. If necessary, staff should be prepared to take down the information on paper. 1.
         1. If you are on a call, obtain the callers, name, number to call, case or SSN, and the reason for the call.
         2. If Genesys is working but CWW is not, please read a summary and collect the signature.
         3. Place yourself in an “Other” Status
         4. Email the admins and CC your supervisor
   4. Staff will be notified by admins when the technical message is approved to be put on the call center.

**Reminder:** WI has a waiver for electronic signature capture if we are experiencing issues with our ability to record the signature. DHS has provided a written form of the scripts and a reminder of information that must be captured.