



## Call Backs

This procedure describes how to set up a call back to a client. Caseworkers should aim to answer all client queries at initial contact. Call backs should only be made where necessary and must be completed within 24 hours.

A call back to a client may be needed after:

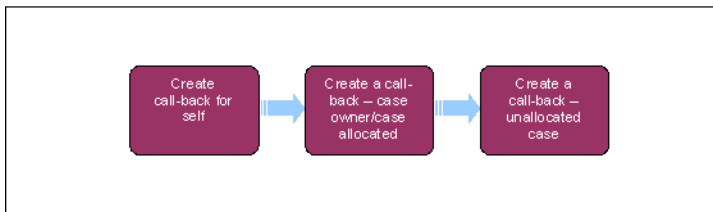
- an outbound call to a client or employer
- an inbound call/correspondence from a client or employer

The reasons for arranging call backs include the following:

- The person answering the call may not have the information to answer the query
- Client/employer may request call back as the date or time of the call is inconvenient
- Requested information is not available at the time the request is made

There are three possible scenarios detailed in this procedure for call backs including the following:

- How to raise a formal call back request
- When you receive a call back request
- How to raise an informal call back reminder



When speaking to clients always use the new terminology - for more information refer to the [Terminology Changes](#).

### How to raise a formal call back request

#### Create a call back for yourself

1. Following an outbound call to a client, the client may advise that it is inconvenient to speak and asks for a call back at another time.
2. Once the call is ended close the existing Outbound Call Activity **Status** as **Done** and complete the following:
  - within the appropriate SR create a new Call Back activity and attach to the correct case.
  - within the **SR Information** applet under **Status and Ownership** check the **Callback** tickbox.
  - select **Type Call – Call Back** from the drop down menu



The Call Back activity must be raised against the appropriate SR to ensure that the activity moves correctly if the case is re-allocated or moved to a different segment. The call back will show in your **Activities** applet if it has been set up correctly.



Do not change the status of the call back request (this disables the alarm function)

3. In the description field enter the **contact number** ensure the following details are entered (this is the information that will be displayed in the pop up reminder):
  - Contact number
  - Date and time for call back

- Scheme client identification number (SCIN)
- the last 4 digits of the case number (this will help you identify which case the call back belongs to)
- Employer reference number (ERN) in the description field (Employer Support Team only)
- Description of why the call back was requested. Include as much information in here as possible as a reminder and should the call back be transferred to a different caseworker.



If you run out of characters in the description field complete further notes in the contact notes screen. Advise at the end of the description field where the additional notes are stored. For example, further call back notes stored in PP contact notes.

4. Tick the **Alarm** box and this will ensure the pop up functionality is enabled. The activity is displayed in **More Info** tab in the activity.

- The start date and time is pre-populated.
- Select the start date/time and amend it to 30 minutes prior to the date/time the call back is due to be completed. Select the end time and amend it to the time the call must be completed by. Select to save by using CTRL+S.



For example, during a call made on 23/10/2014 a further call is arranged for a more convenient time of 6:00pm on 25/10/2014. A call back activity is raised as described above. Select the start date/time and amend it to 5:30pm on 25/10/2014, select the end time and amend it to 6:00pm on 25/10/2014.

5. If the client did not advise of a preferred call back time check if there is a preferred contact time saved in contacts screen-activity or the notes tab.

## Create a call back for another caseworker

6. Create a Manage Inbound Call service request (SR) as follows:

- **Process = Manage inbound call**
- **Area = General enquiry**
- **Sub Area = General enquiry**

7. Within the SR select the Case icon. A new window opens and all cases associated with the case owner are displayed. Highlight the relevant case, select **Add** and **OK**. The case details are populated within the General Enquiry SR.

8. Create a new call back as detailed in **steps 2 and 3**



Set the Call Back activity start date/time as 30 minutes before the time agreed with the client, select the end time and amend it the time the call must be completed by. Where the client states a specific time for the call back, set the call back activity in the future as appropriate by selecting the start date/time and amend it to 30 minutes prior to the time when the call back is due to be completed.

Example 1: A call is received at 09:30am on 01/04/2014 by GICH and a call back is arranged. The client requests that a call back is made by the case owner at 2:00pm the same day. A Manage Inbound Call SR is generated and associated to the correct case, a call back activity is then generated as described in step 2. The GICH caseworker would advise that they would request that the call is completed at the time specified, and that the client will receive a call back within 24 hours so before 09:30am on 02/04/2014. The start date/time would then be amended to 1:30pm on 01/04/2014 and the end time would be amended to 09:30am on 02/04/2014.

Example 2: A call is received at 09:30am on 01/04/2014 by GICH and a call back is arranged. The client does not have a preferred time for the call back to be made by the case owner and will be available anytime during the next 24 hours. A Manage Inbound Call SR is generated and associated to the correct case, a call back activity is then generated as described in step 2. The start date/time would then be amended to 09:00am on 02/04/2014 and the end time would be amended to 09:30am on 02/04/2014.

9. Select the activity name in the **Type** field to open the activity. Tick the **Alarm** box within the activity and set the SR **Status** to **Pending Assignment** (do not select Go To Case button as this will cause the SR to display an error status).



Work allocation will automatically move the SR where applicable (with Call Back activity). The SR and activity will show as outstanding in the case owners queue.

## New applications call back



The General Inbound Call Handling Team (GICH) will use the call back request small system when receiving an overflow call from a client (where no contact currently exists on the system) wishing to make an application.

If there are no available caseworkers within the applications segment the call will route to GICH. GICH will attempt to warm transfer the call to the applications team. If no caseworkers are available a manual call back request is created.



The small system will also be used by the applications team during system downtime to collect the application details on one of the following offline templates:

- PP Applies GB
- RP Applies GB
- PP Applies NI
- RP Applies NI

**Go to step 18**

## GICH

10. If the client enters their SCIN incorrectly the call is transferred to the general inbound call handling team. The person answering the phone should, in the following order:

Attempt to resolve the query

- Attempt to make a warm transfer call to the correct segment
- Do everything possible to arrange an agreed time/date to call back
- Create a Manage Inbound Call service request (SR) as follows:
  - **Process = Manage inbound call**
  - **Area = General enquiry**
  - **Sub Area = General enquiry**
- Within the SR select the Case icon, a new window opens and all cases associated with the case owner are displayed
- Highlight the appropriate active case, select **Add** and **OK**. The case details are populated within the Manage Inbound Call SR.
- Within the **SR Information** applet under **Status and Ownership** check the **Callback** tickbox
- Create a Call Back activity and enter the contact details e.g. Scheme Client Identification Number (SCIN), employer reference number (ERN) in the description field (this information will be displayed in the pop up reminder).
- Enter the contact number, date, time and reason for the call back in the free text Description field. Select the start date/time and amend it to 30 minutes prior to the date/time when the call back is due to be completed. Select the end time and amend it to the time the call back is due to be completed.
- Set the SR Status to Pending Assignment. Work management will move the SR and Call Back activity to the case owner.

11. Access the **Small System** and select **Add New Call back Request**. Record the following information in the relevant fields:

- Full Name
- Address
- DOB
- When Call back Required - Enter the date and time from the dropdown if the Nature of enquiry/Reason for call back - There are three options to select: New Application, Existing Case, or Other
- If Existing Case was selected as the reason for the above field, there are 7 further options to select from: Complaint, MP, High Profile, Payment, Vulnerable Person, Sensitive Case, or Case Enquiry

12. Once you have entered the above information select **Save**, an email will be sent to the New Applications TL informing them that a call back has been entered on the **small system**. Note that where an MP call is received, you will need to email the details of the call back request to the MP Hotline team on **CM 2012 Northern Complaint resolution**.

### New Apps TL

13. Access the **Small System** and select **Awaiting Allocation** to view the list of call backs.
14. Select the hyperlink on the name of the client you wish to allocate.
15. Select **Edit Item**, from the **New Applications Caseworker** dropdown select the name of the caseworker you are allocating the call back to then press **Save** (an email will be sent to the New Applications caseworker).

### New App Caseworker

16. Access the **Small System** and select **Awaiting Calls** then select the hyperlink on the name of the client you have been allocated.
17. Select **Edit Item**, enter the date and time you are making the call back, call the client at the specified time or anytime if the **Call back Anytime** has been selected.
18. If contact with the client is made, complete the relevant application procedure as required.
  - Once the call is complete, select one of the following from the Call 1 Result dropdown:
    - Called - contact not made
  - Contact not made - message left
  - Contact not made - no message left
  - Signposted to CM Options
  - Application made
  - Application not made
  - Contact made
19. If the call back is complete, select an appropriate **Call back Outcome** from the dropdown and select **Save** - this will complete the call back request. If a second and third call back is required, enter the time and date to call the client back and select **Save**. You will receive a prompt 15 minutes before a call back is due.
20. Complete the fields described above for each additional call back, if the third call back is unsuccessful, this process will end once you select **Save**.
21. At this point the client will be required to make a new call to make an application.

### Functionally unique call back

22. Caseworker will establish reason for client call and determine whether or not the call can be resolved without transferring.
23. Where the query cannot be resolved and specialist advice is required that can only be sought by a Functionally Unique team doing specific work on the case, the caseworker will transfer the call to them.
24. If the call cannot be transferred to the Functionally Unique team and the query is to be resolved by them, the caseworker will explain to the client that a call back will be arranged.
25. Caseworker will take client details including contact number and time preferences, terminate the call then complete the **Functionally Unique Callback Proforma** which they will send on to the relevant Functionally Unique team.
26. For CPO / IO / FTF send the proforma to **CM 2012 SCHEME South West Specialist Services Support Team**. For SAR team send the proforma to **CSA DPU SARS**

### Application during system downtime

27. During system downtime, collect the application details from the client and enter them onto the relevant offline template. Create a call back if appropriate to collect any application fees.
28. Create a call back as detailed in steps 11-14 and attach the template to the call back request. Once the system is available continue to **step 23**.
29. Access the **Small System** and select **Awaiting Calls** then select the hyperlink on the name of the client you have been allocated.
30. Select **Edit Item**, enter the date and time you are making the call back, call the client at the specified time or anytime if the **Call back Anytime** has been selected.
31. If contact with the client is made, complete the relevant application procedure as required.
32. Once the call is complete, select one of the following from the **Call 1 Result** dropdown:
  - Contact not made - message left
  - Contact not made - no message left
  - Signposted to CM Options
  - Application made

- Application not made
- Called - contact not made

### Contact Made

33. If the call back is successful, select an appropriate Call back Outcome from the dropdown and select **Save** - this will complete the call back request. You will now need to collect the application fees from the client, for more information refer to [Application-Fees](#). If a second and third call back is required, enter the time and date to call the client back and select **Save**. You will receive a prompt 15 minutes before a call back is due.



Attempt to call the client back as many times as possible, at all different times of the day until a decision is made that to continue doing so will unreasonably delay progress of the case.

34. Complete the fields described above for each additional call back. If the call backs are unsuccessful, select **Save** to end the call back process and issue clerical letters CMSL0077 and CMSL0080 to inform the client that they have 14 days to pay their application fees.

#### When you receive a formal call back request

### When you receive a formal call back request

1. The system will automatically display a pop up reminder on the date it was set for, 5 minutes prior to the time the call back is due to start.
  - The reminder pop up can be snoozed for periods of 15 minutes, up to and including 120 minutes
  - It is not appropriate to dismiss the reminder pop up, but, if dismissed in error, caseworkers can create a new reminder by adjusting the end date/time in the activity
  - Once the call back is complete close the call back SR using one of the following Status values: cancelled, not required, done, suppressed, send for translation, unsuccessful.
  - Copy the SCIN from the reminder by highlighting and pressing CTRL+C, this will ensure the correct client is chosen from contacts



If the time on the reminder alarm is incorrect it can be changed to the correct time.



When a case owner is unable to complete a call back (due to the request being outside their working hours) and case ownership is necessary, a Team leader (TL) must move the case (and call back activity) for action. Once the call back is complete, the TL must move the case back to the case owner for progression. Alternatively, if case ownership is not necessary, the case details and request for call back can be passed clerically to the caseworker. In this instance, the caseworker would be able to view all case details but not complete any action.

#### How to raise an informal call back reminder

### How to raise an informal call back reminder



The scenarios you would raise an informal call back reminder would be when the client requests you call them back at a later date than the 24hr call back or for example in a 2-3 week period to provide an update.

1. Drill down on a particular case to set the call back reminder and navigate to:
  - **Case = Activities view**
  - **New = Select activity type as Call-Callback**
2. To set and the alarm in the activity select:
  - **More info = tick box for alarm**
  - **Available columns = Selected columns**
3. Set the start date and time of the alarm for when the notification is to display.
4. Complete the description field in the alarm with as much information as possible such as:

- Case Number
- Client role
- Date/time of the call back (for clarity)



Do not change the activity status, this will disable the alarm function.

5. The call back reminder will pop up the 5 minutes prior to the alarm set time and the client should be contacted or the alarm snoozed.
6. Once the call back is complete the **Call-Call back** activity should be closed.



If the case moves to a different segment, the activity will also move and the notification will display to the new case owner.

[CMSF5566 internal General Inbound Call Helpline overflow spreadsheet](#)

[CMSF5565 internal applications overflow spreadsheet](#)

[Call - Overview](#)

[Telephony Overview](#)

[Terminology Changes](#)

[Work Management](#)