



Call - Hearing And Speech Impaired

The purpose of this procedure is to provide guidance on how clients and client representatives can contact the Child Maintenance Group (CMG) or in Northern Ireland, the Northern Ireland Child Maintenance Service (NICMS), when they have a hearing or speech impairment (HSI).

This procedure will also cover how outbound contact can be made with clients or client representatives who have a hearing or speech impairment recorded on the system.

All inbound and outbound contact with clients or client representatives will be made via a text/type service known as Texbox. Texbox is a BT soft textphone service which HSI clients can use to communicate with CMG/NICMS caseworkers. All clients and client representatives must already have this service installed to enable the contact to be made.

 If the client does not have suitable textphone equipment for Texbox CMG can accept inbound calls from clients using text relay.

Clients or client representatives who have a hearing or speech impairment and have requested contact via the Texbox service will be identified on the system by a drop down on their Contact Details screen. This can be accessed by selecting the contact, and viewing the **Hearing/Speech Impairment** field.

Clients calling the CMG or NICMS will need to use the dedicated service lines shown below:

- GB Hearing and Speech Impaired service - **0345 266 8795**
- NI Hearing and Speech Impaired service - **0345 266 8981**

Within the CMG, the Texbox service will be available to, and be managed by, a small dedicated group of non-case owning agents within the general inbound call handling team (GICHT). These agents will deal with all contact from hearing and speech impaired clients and representatives made via both the GB and NI dedicated service lines.

Additionally, two caseworkers within the special client records segment will also be given access to the Texbox service should contact be made by a client or client representative with a sensitive case, as GICHT agents will not be able to access their case details. GICHT will transfer calls to a special client records caseworker via the Texbox service.

Inbound client contact

As a GICHT agent, when you receive notification that a Texbox call has been received you will need to make yourself unavailable/not ready to receive inbound calls via the main 2012 Scheme telephony system, before answering the Texbox call. You will then access the system to locate the caller's case details and gather the information needed to perform the necessary security checks. Once the security check has been successfully completed, you will attempt to resolve the query. If this is not possible you will need to make contact with the case owner.

Texbox is not linked to the 2012 scheme main telephony system, therefore you may also be able to consult with the case owner via the internal phonebook, whilst on a Texbox call, should they be available at the time. Where the case owner has been able to provide an immediate satisfactory response for the client/client representative, you can then relay this information to the client/client representative via the Texbox service.

Should the case owner not be available for you to consult over the phone, and you are unable to provide a satisfactory response to the client's/client representative's query, a service request (SR) should be raised, depending upon the nature of the query. Once you have created the SR and added any relevant **Notes** for the case owner, the system will automatically assign the SR to them.

Outbound client contact

If a case owner needs to make outbound contact with a client/client representative with a hearing or speech impairment, they will need to contact a team leader on the GICHT, to arrange for a GICHT agent to be available when the outbound contact with the client/client representative is required. The case owner will then consult the GICHT agent via the internal phonebook, prior to them making outbound contact with the client/client representative via the Texbox service.

All inbound and outbound contact made via the Texbox service will be recorded and stored in the Texbox control centre for a period of 14 months, in line with all inbound and outbound calls on the main 2012 scheme telephony system.

For more information on how to access and retrieve stored Texbox conversations, refer to Texbox User Information.

For more information on the new system, refer to [2012 System Overview](#).



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

Access the Texbox system

1. Access the **Texbox** icon from your desktop and select **Login**. You will be prompted to enter your **User ID** and **Password**. When presented with the warning message, select **Yes** to proceed.
2. Input the **User ID** and **Password** you have been provided and press **Enter**.



If you enter an incorrect user ID and/or password, the message **Your Username or Password are Invalid** will be displayed. You will need to contact your administrator to resolve this issue.

3. The system will issue a prompt, every 42 days, for you to change your password. To change your password select **User Profile** and then **Change Password**. A pop up field where you can enter the new password details will be displayed – you will need to confirm the new password and then select **Save**. Selecting **Cancel** will retain the current password settings. To log out, select **Logout**. Once you have logged out, all Texbox features will be disabled until you log in again.

Creating a profile

4. Select the **User Profile** button in the top left hand corner of the Texbox screen.

You can enter your own personal message in the freetext box e.g. 'How can i help you today'. You should always include GA (Go Ahead) at the end of your message, to advise the client or client representative it is their turn to type.

5. Additional messages can be entered by selecting the **More** button. These messages can be tailored to suit your function keys i.e. messages can be set up for keys F1 to F11
6. Select the colour boxes to change the **Incoming Text** colour and **Outgoing Text** colour. The font size can also be altered by selecting the **Font Size** dropdown menu.
7. Tick the **Sound Notification** check box to hear sound when someone transfers a call to you.
8. Select **Save** on your main Texbox screen to activate your settings.

Receive an inbound call

9. When a client makes a call, the system will display "**There is a call for you**" on the textphone screen. You will also be notified by the broadcast call notification bar at the top of the screen.
10. To accept the call, select **Answer**. This will allow you to conduct a textphone conversation with the client in the text conversation window. The Texbox will also display the caller's number (where available).
11. Whilst messaging, you can use your function keys e.g. F2 to enter any of the personal messages you created in **steps 5-6**. End each message with **GA** to inform the client when it is their turn to type.
- 12.

If you need to put the conversation on hold, select **Hold**. To resume the conversation, select **Unhold**. To clear the contents of the text conversation window, select **Clear**.



Whenever you select hold, all buttons apart from **Attach Note** are disabled until you select **Unhold**.

Transferring calls

13. If you are transferring a call, go to **step 14**. If you are receiving a transferred call, go to **step 16**.
14. To transfer a call, select a user or the group from the drop down lists on the left hand side of the text conversation window and then select **Transfer**. A **Transfer Call Successful** message will be displayed when the call has been transferred through. If no user answers the call within 30 seconds, you will be routed to the Group Message box. When you are routed through to the message box a standard message "Sorry but an operator is not available. Press Y if you would like to leave a message' will be sent to you. You will be given 10 seconds to select Y, if you select this you will be able to type a message followed by GA (up to a maximum of 200 words)".
15. During the call, if you need to attach a note to provide information to the person you are transferring the call to, select **Attach Note**. Enter your note in the pop up field. Once you have entered the text, select **Attach Note** again to attach the text.
16. To receive a call that has been transferred to you, select **Answer** when the message "**There is a transfer call for you**" is displayed in the text conversation window.



Once you have accepted the call, the text conversation window will display all of the conversation the caller had with the previous agent.

17. Use the text conversation window to respond to the call. When the call is complete, select **Hang Up** to end the call.

Making/receiving an internal call

18. If you are making an internal call, go to **step 20**. If you are receiving an internal call, go to **step 21**.
19. From the text conversation window, select the agent you would like to transfer the call to by choosing them from the drop down list on the left hand side.
20. Select the **Internal Call** button to make the call. When the agent accepts the call, the text conversation window will allow you to enter text. When the call is complete, select **Hang Up** to end the call. Once you have hung up, select **Clear** to remove the text from the conversation window.
21. To receive a call that has been transferred to you, select **Answer** when the message "**There is an internal call for you**" is displayed in the text conversation window. The conversation window will then display any messages from the calling agent.
22. Use the text conversation window to reply to the call. When the conversation is complete, select **Hang Up** to end the call. Once you have hung up, select **Clear** to remove the text from the conversation window.

Making an external call

23. Enter the text phone number of the person you are trying to call in the text box and select **Dial**. If the call is not connected, the message "**User missed the call**" will be displayed.
24. When the call has been successfully connected, the text conversation window will display a greeting message to the client. The Textbox screen will also display the number you have dialled, and the call status e.g. Call Successful
25. Use the text conversation window to write and receive text. When the conversation is complete, select **Hang Up** to end the call. Once you have hung up, select **Clear** to remove the text from the conversation window.

Leaving/reading messages

26. Any messages that have been left for you will be indicated by the number next to the **Personal Messages** tab. Select this tab to open and read the message/s. Once you have read a message, select **Clear** to make yourself available for calls again.



Callers can leave personal or group messages for agents. If the call is routed directly to an agent, then the agent will see the personal message. If the call is routed to a group of agents then any agent in the group can view the message by selecting the **Group Messages** tab.

27. To leave an individual message to an agent i.e. because the agent is not available to take your call, type your message in the pop up text field that will be generated when the call is unsuccessful. Once you have written your message, select **Leave Message**.
28. To make yourself unavailable for calls, select **Away**. To make yourself available for calls again, select **Return**.



The list below shows the keyboard shortcuts available when using Textbox:

- Alt + L = Log In/Log Out
- Alt + C = Clear
- Alt + F = Change User Profile
- Alt + W = Set Status to Away
- Alt + A = Dial
- Alt + G = Hang Up
- Alt + N = Internal Call
- Alt + P = Personal Messages
- Alt + R = Group Messages
- Alt + Tab = Switching Between Multiple Windows

Common Textbox abbreviations

Below is a list of standard abbreviations that can be used as part of a Textbox conversation:

- BIBI – Bye bye
- CD – Could
- CUL – See you later
- COS – Because

- HD – Hold please
- MTG – Meeting
- NBR – Number
- OIC - Oh, I see
- OPR – Operator
- PLS – Please
- Q – Question mark
- R – Are
- SHD – Should
- THX – Thanks
- TMW – Tomorrow
- U – You
- UR - You're

[NI Exception](#)

NICMS replaces CMG in Northern Ireland

[2012 System Overview](#)

[Call - Overview](#)

[Terminology Changes](#)