

## Call Routing

Telephony is the Child Maintenance Group's (CMG's) preferred method of contact.

All telephone calls received into the CMG are routed via an automatic Interactive Voice Response (IVR) system. The IVR Options have changed from 5 to 4. This was introduced to help speed up the call. The IVR options to select are as follows:

- Option 1 - Enquire on an existing case or letter received from us
- Option 2 - Make a new application
- Option 3 - Third Party contact
- Option 4 - Welsh Language Unit

Callers who have selected 'Enquire on an Existing Case or letter received from us' are asked to enter their scheme client identification number (SCIN) and if necessary the date of birth (DOB) of the eldest qualifying child (QC) in their case. This enables the call to be routed to the caseworker who has ownership of the case or the next appropriate caseworker available within a team or segment.

If a client does not know their SCIN or enters it incorrectly, they will be prompted by the IVR system to enter/re-enter the SCIN, and if they still fail to enter it or enter it incorrectly again on the second attempt, they will be routed to an available General Inbound Call Handling (GICH) team member.

Callers who have selected 'Make a New Application' or 'Third Party Contact' are routed to either the next available caseworker within the Applications segment or a team member within the GICH Third Party Team.

When employers call the CMG they will enter their employer reference number (ERN) or, if a specific company person or external contractor deals with the CMG, their employer agent reference number (EARN). If an account manager is assigned to them, the call will route directly to them. If no account manager is assigned, the call automatically routes to an available caseworker within the employer team.

After entering an invalid ERN/EARN the system displays a list of client contacts. Upon entering an incomplete or no ERN/EARN, the system displays a blank screen. Caseworkers must then create a Query and enter the employer details to search for the employer record.

When option 4 is selected the call is transferred to the Welsh Language Unit.

Where a SCIN is recognised as being associated with a single case, the call will automatically route to an assigned caseworker. If they are not available or there is no caseworker assigned to the case/case group, the call will route to the next available caseworker within the team or segment.

Where a SCIN is recognised as being associated with a receiving parent with multiple cases, they will be asked to enter the DOB of the eldest child in the case they are calling about. The system will then automatically route the call to the assigned caseworker if they are available to take a call. If they are not available or there is no caseworker assigned to the case/case group, the call will route to the next available person within the team or segment.

For the purpose of telephony routing, where a SCIN is associated with a dual role client, the default position for routing calls will be to deal with the caller as a receiving parent with multiple cases and ask for a DOB to be entered to identify the case the caller wishes to discuss. The call will then automatically route to an assigned caseworker if available or the next available caseworker within the team or segment if the assigned caseworker is unavailable or there is no caseworker assigned to the case.

A caseworker will not be available to take a call when their Call Status is set to:

- Break
- Coaching
- Communications
- Customer Related Clerical Work
- Emotional Break
- Lunch
- Non Customer Related Work
- Outbound Call Preparation
- Team Leader
- Training

Caseworkers' availability status will be shown in real time to the team leader and monitored via the real time management tool CC pulse. Additionally, this data will be captured as part of the overall telephony reporting process for management information (MI) purposes.

For more information refer to [CC Pulse](#).



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

[Call - Overview](#)

[CC Pulse](#)

[Terminology Changes](#)

[How is the call routed if a multiple case client doesn't know the required date of birth \(DOB\) to specify a case?](#)

If a client cannot enter the DOB, the call will be routed to an available caseworker within the relevant segment for them to take further information from the client.