| | | |
|---|---|---|
| **Department for Work & Pensions** Procedures ‣ Telephony Overview | I Like It | Tags & Notes |

Procedures > Pages > Use-the-System > Telephony-overview

## Telephony Overview

The purpose of this summary is to provide an overview of the telephony in the child maintenance system.

In this overview the term caseworker can apply to any Child Maintenance Group (CMG) employee who has contact with clients using the telephony system. This could be caseworkers or case managers in any area of the Child Maintenance Service.

The telephone is the CMG's preferred method of contact with clients, employers and other third parties. This includes parents with care, non resident parents and their representatives.

In the child maintenance system, caseworkers will use the Internet Protocol Contact Centre (IPCC) telephony system to make and receive calls. Caseworkers will access this via the Computer Telephony Interface (CTI) toolbar which is built into the system.

When speaking to clients always use the new terminology - for more information refer to the Terminology Changes

### Inbound calls

Caseworkers do not have direct dial in numbers. Team leaders will retain direct dial in numbers so that emergency calls can be received.

After dialling the Child Maintenance Group (CMG) callers will hear the Interactive Voice Response (IVR) and have the option to select the Welsh Language Unit (WLU) to which their call will be transferred to if selected.

#### Client calls

Clients or third parties will call the CMG using one of three telephone numbers depending on the reason for calling. The telephony system IVR will ask the caller for their scheme client identification number (SCIN). The IVR will use this information to route the call to the appropriate caseworker. If the caller does not provide any reference number, the IVR will route the call to the general inbound call handling team (GICH).

After entering an invalid SCIN the system displays a list of contacts. Upon entering an incomplete or no SCIN the system displays a blank screen. When speaking to the client, create a query and enter the details to search for the record/client's case.

#### Employer calls

A separate number is available for employers and employer calls will always be routed direct to the employer team.

After entering an invalid or incomplete employer reference number (ERN) or employer agent reference number (EARN) the IVR system connects callers to the employer team. When speaking to the employer, create a query and enter the details to search for the employer record.

If employers have selected option 3 to speak to the third party team and no-one on the team is available or they select the wrong option, the caller is connected to GICH team.

Caseworkers will have access to an interpretation service if the caller requires this. For more information refer to Interpretation.

If a call is not answered within 15 seconds, the telephony system automatically retrieves the call, places it in another queue and attempts to deliver it to another available caseworker. This is called a Redirect On No Answer (RONA).

### Outbound calls

Caseworkers will dial out via the system. Before making a call, the caseworker will review the client's contact details to determine whether telephone contact is appropriate as well as identifying whether the client has any particular contact requirements such as face to face contact or the Interpretation Service.

In some circumstances, telephone contact can be suppressed. For example, when a client opts out of telephone contact or in exceptional circumstances such as client death. When telephone contact is suppressed caseworkers will not be able to call the client.

### Recording calls

After every inbound and outbound call, the outcome of the call must be recorded within the call activity as well as recording details of the call within the **Description** field. In the call activity you need to select one of the drop downs to show the reason for the call.
.  The list of reasons is shown below:

   ▪ Client Wishes to Call Back

- Bogus Call – Security Report
- Call-back Request
- Call Resolved
- Call Terminated by Client
- Call Terminated by CMEC
- Call Transferred
- Client Unavailable
- Failed Security Check
- Line Engaged
- Lost Connection
- No Answer
- Signposted to DWP Dept
- Signposted to Options
- Signposted to Other Org
- Unresolved – Escalated
- Voicemail – Message left
- Voicemail – No Message Left
- Wrong Number

The call activity will not close if an outcome from the list is not selected.

When making multiple calls that are part of an activity plan over more than one day, you should manually update the 'start date' for each day that calls are made to ensure the recordings are stamped with the correct date and time.

## Security

When making and receiving calls, caseworkers must ask security questions to ensure that the client, employer or third party is the person speaking on the phone. The security questions are held on the system in **Contacts Summary** for clients, employers will be asked general questions about their employer account.

When the caller has failed a security check and the caseworker believes the caller is not a Client/Client Representative, the caseworker must terminate the call and send the information to the **Security Advice and Support Centre** flagging this as a priority, if it is the third consecutive failed call complete the bogus caller form. When completing the form use the **Features of call/Further details** section to record the scheme client identification number (SCIN) of the contact you were trying to call.

To contact the Security Advice and Support Centre and access the form select the following link:

Security Advice and Support Centre

## Transferring calls

When caseworkers are unable to answer a telephone query themselves, it may be necessary to transfer the call to another caseworker. Before transferring the call, the caseworker will explain the reason for the transfer with the client and the next recipient of call. Only in emergency situations, for example on a strike day, is it not necessary for the caseworker to speak to the recipient of the transfer. This is called a cold transfer.

If you know the staff number (staff numbers will appear under owner next to SRs on the 2012 system if they are allocated to a specific caseworker), you can search for a caseworker using the **Agent Search** facility within the phonebook. You can also search by the caseworker's name (if known).  If the caseworker is available they will have a call button next to their name, which can be selected and the system then dials the number.

If the specific caseworker is not available, the name of their team/segment will appear underneath their name as a hyperlink, and when you select this it will drill down and give you a call button next to the team/segment name (providing someone is available within the team/segment).

If the name or staff number is not known, you can select the group search within the phonebook and it will again show you the team/segment name with a call button next to it, if someone is available within the team/segment.

## Availability

Caseworkers will manage their availability status using the Computer Telephony Interface (CTI) toolbar built into the system. In order to receive calls, caseworkers will set their **Call Status** to **Available**.

When a call has ended, a caseworker's **Availability Status** will automatically change to **After Call Work** (ACW). Once a caseworker has completed any free text entries they must make themselves **Available** for the next call.

Caseworkers have 10 minutes to complete any ACW before they are automatically set to **Available** by the system. If a caseworker requires more than 10 minutes ACW to complete additional work on a case, they will need to put their **Call Status** to **Not Ready** and enter the reason code as **Customer Related Clerical Work**.

If team leaders do not wish to receive calls they will make themselves Unavailable by selecting the **Not Ready - Team Leader** code from the CTI toolbar.

Team leaders will monitor caseworkers' **Availability Status** using the real time management tool CC Pulse. For more information refer to the CC Pulse.
Caseworkers can choose one of the following auxiliary codes when they are not available to take a call:

- Break
- Coaching
- Communications
- Customer Related Clerical Work
- Emotional Break (e.g. following a distressing or difficult call)
- Lunch
- Non Customer Related Work
- Outbound Call Preparation
- Team Leader
- Training

For further information on AUX codes please see AUX Code list

⚠️  If you are logged in and available on the 2012 scheme telephony system, but have not received a call or gone into "Not ready/Unavailable" mode, after 90 minutes, the system will automatically log you out.

## Telephone manner and call handling

It is important that caseworkers are polite and professional when speaking to clients and other third parties. The caseworker's approach to the call will depend on who they are speaking to and the nature of the conversation. Always record details of the call within the **Notes** field.

Some circumstances may require listening and empathy while other situations may require robust conversations.

For further information on call handling please see the 2012 Scheme - Call Handling Guide.

---

For Northern Ireland:

NICMS replaces CMG

DSD replaces DWP

Choices (NI) replaces Options

---

CC Pulse

Call - Routing

Call - Overview

Employer/Agent - Contact

Face To Face - Consider

Interpretation

Security Check

Terminology Changes

Translation

Verint

CMSF5550 Bogus phone calls reporting form

CMSF5550(NI) Bogus phone calls reporting form (Northern Ireland)

Will team leaders (TL) still have direct dial numbers?

Yes TLs will retain direct dial in numbers so that emergency calls can be received.

Can a caseworker suppress outbound telephone contact?

Yes when a client opts out of telephone contact or in exceptional circumstances such as client death.

Will caseworkers need to complete security questions on inbound/outbound calls?

Yes caseworkers must ask security questions to ensure that the client, employer or third party is the person speaking on the phone.

Will the caseworker need to complete a warm handover when transferring a call?

Yes

Will the interpreter service work on the 2012 system?

Yes it is known as The Big Word