

WISCONSIN DEPARTMENT OF HEALTH SERVICES
Division of Health Care Access and Accountability
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To: Call Center Anywhere (CCA) Handbook Users

From: Angela Dombrowicki, Director
Bureau of Enrollment Management

Re: **Call Center Anywhere (CCA) Handbook Release 09-01**
Release Date: July 16, 2009
Effective Date: July 16, 2009

EFFECTIVE DATE

The following process additions or changes are effective 07/16/09 unless otherwise noted. **Bold text in the new process section denotes new text. Text with a strike through it in the old process section denotes deleted text.**

Changes

The new Call Center Anywhere (CCA) Handbook is now available with release 09-01. Call Center Anywhere is telephonic software that call centers and help desks use to answer, route, and track telephone calls. It can also be used to receive faxes. Right now only DHS staff use this software, but in the future IM agency staff may begin to use CCA.

The following chapters comprise the CCAH (Call Center Anywhere Handbook):

- 1.1 Logging Into CCA (Call Center Anywhere)
- 1.2 Accepting A New Phone Interaction
- 1.3 Redirecting A Phone Interaction
- 1.4 Ending An Interaction
- 1.5 Assigning Outcomes
- 1.6 Making and Billing Calls
- 1.7 Finding Contact Records
- 1.8 Accepting A Fax