Upcoming 2017 IMAC Subcommittee meetings have been scheduled as follows:

TAPP	July 21
Training	July 24
Fraud and Program Integrity	July 25
CCA	July 31
IM Operational Analysis	August 4
Performance Monitoring	September 20
Workload & Finance	September 26
EBD/LTC	October 9
Program Coordination	October 18

The following subcommittees and work groups have met since the June IMAC meeting:

Subcommittees

CCA/Genesys

The CCA/Genesys Subcommittee met on July 10. At that meeting, the group discussed:

- **Workgroup voicemails:** CCA allows for calls, inbound to the call center, to be routed to voicemails in certain queues. These voicemails are either sent to a joint email address, monitored by agency staff, or queued for the next available agent assigned to that queue.

  The out of the box solution offered by Genesys does not meet several of these requirements, including queueing and distributing voicemails among multiple agents. Therefore, DOA is developing an alternate solution to queue and distribute voicemail recordings to agents via the email functionality in Genesys. Agents would receive an email in the Genesys application with the voicemail recording attached. The specifics of this proposed solution have not been determined. This will require specific licensing for those workers who need to access these voicemails. Therefore, DHS anticipates reaching out to consortia admins to determine how many users will require access to the voicemails in these queues.

- **Agent Check:** In CCA, certain call flows may route a call differently (typically to voicemail) if no agents are logged into a workgroup and taking calls. This has been used by consortia, particularly for queues which are staffed by a small number of agents (Spanish/Hmong, childcare, etc). This functionality allows

agents to be logged into CCA with no intent to receive calls, thus allowing management to monitor the activity of workers outside of the worker's call center responsibilities (casework, meeting/trainings, etc).

Genesys is not designed for agents to be logged in with no intent of receiving calls. Genesys assumes any agent who is logged in will be taking calls. Unfortunately, Genesys may not be capable of both providing alternate call routing using an agent check feature and allow for monitoring agent activity outside of call center responsibilities. Subcommittee consensus was that monitoring worker activity, outside of call center responsibilities, outweighed the requirement to redirect calls. DHS continues to work with Genesys and DOA to develop a solution and will update the subcommittee when information becomes available or feedback is required.

- **After Call Work:** Currently, CCA automatically places an agent into a "wrap up" status as soon as a call disconnects. This is a "timed" status. If the agent does not change their status, CCA automatically makes them "available". DHS direction to admins is to set the wrap up timer to 20 seconds for all agents. This was primarily to preserve capacity, as an agent who is in "wrap up" status in CCA occupies one of a finite number of licenses.

  Genesys has very similar functionality. However, it does <u>not</u> have any licensing implications, thus allowing for a longer wrap up time. Consequently the worker would have more time to work on a case without needing to return to the Genesys application to update their status. To simplify troubleshooting, DHS has determined this amount of time will be uniform across all agents. The subcommittee consensus was to set this time to two minutes.

- **Meeting Frequency:** DHS anticipates requiring additional feedback from the subcommittee in the coming months, related to specific functionality in Genesys. Therefore, DHS proposed increasing this subcommittee's meeting frequency to twice a month. The subcommittee agreed. Meetings are now scheduled for the 2nd and last Mondays of each month at 1:00 PM. DHS will make every effort to:
  - o Provide pertinent information in advance of each meeting to allow for members to prepare.
  - o Provide opportunities for committee members to get input from their leadership and staff before providing any input. However, given the fairly fast moving pace of this project, there may be items that do not allow for the longer turnaround time.
  - o Cancel meetings if no information is available or no feedback is needed. Cancellations will be done as far in advance of meetings as possible. Again, given the pace of this project, there may be meetings which cannot be cancelled more than one business day in advance.

- **CCA Issues Escalation Process:** DHS has seen an increase in users opening CCA problem tickets with the State of Wisconsin Help Desk. CCA Tickets opened with the Wisconsin Help Desk are typically passed to a team at DOA, who then passes the issue to the DHS CCA Systems Team to assist the user/agency. The CCA Systems Team requested subcommittee members remind workers to report issues to their supervisors and/or admins for initial trouble shooting. Doing so will avoid unnecessary steps and allow admins, supervisors, and local IT to be kept in the loop, resulting in a more rapid response to this issue as well as similar issues in the future.