Customer Service Center Operations Manual

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QUEUING SYSTEM LOGIN/LOGOUT

<<<<<REVISION
- EVERY Customer Service Center employee (management, CSR), prior to starting the business day, MUST log into the Queuing system.

- All employees MUST remain logged into the queuing system. **END REVISION>>>>>**

- Every CSC employee who processes any transaction in mySelect MUST be logged into the queuing system unless they are assisting a fellow employee by inquiring on a customer or vehicle record.

- If the CSC employee is performing another task not involving customer service or processing a transaction on mySelect (such as performing daily audit, stocking plates, etc) he/she MUST select an appropriate back-office task in Queuing system.

  <<<<<REVISION
- Prior to lunch or end of day, every CSC employee logged into the Queuing system MUST close all open and on-hold cases and sign out of the queuing system. **END REVISION>>>>>**

CSC EMPLOYEE REQUIREMENTS

- After calling a customer to the front counter, the CSR must toggle to mySelect and choose "Q-data". This process will "pull" the scanned customer data (if available) from the queuing system and automatically inquire on the customer's record.

- If a CSR calls a customer and does not process any transaction nor completes a Customer Information Form, the CSR will need to enter a code indicating the customer's reason for their visit prior to closing the customer's ticket.

MANAGEMENT REQUIREMENTS

- Management, depending upon the circumstances, may call any customer out of any queue regardless of their order.

  <<<<<REVISION
- Management must request access to the queuing system for a newly hired employee by submitting a "System Access Request" (SAR-13) form. **END REVISION>>>>>**

QUEUING FEATURES

QUEUING FEATURE CHART		
Feature	**Function**	**Requirements**
Next	First call of the customer's queuing ticket	o CSR uses this function when ready to serve a customer.

Call Again	Re-calls the customer if they do not respond to the first or subsequent calls of their queuing ticket.	○ CSR must allow the customer time to approach the window. ○ CSR must use the Call Again Feature 2 times before indicating the customer is Absent (unless the customer has already approached the window).
Absent	Retires a queue number if the customer fails to appear at a customer window.	○ CSR may indicate a customer is **Absent** after calling the customer 3 times.
<<<<< REVISION Hold	Places a case on hold when a customer is called, but not ready to be served.	CSR uses this function to call the next customer when the current customer isn't ready to be served. **END REVISION>>>>>**
Direct Admit	Admits customers for service even though they have not received a Queuing ticket from the information counter.	○ CSRs should use **Direct Admit** when serving more than one customer on a single ticket. ○ CSRs may use **Direct Admit** in exceptional circumstances (as directed by management).
Route	Used to manually route a customer from one queuing service to another.	○ CSRs may only use **Route** for vital record transactions.
Close	Closes Case for called ticket.	○ CSRs must use **Close** when they are not going to immediately serve another customer.