Update 2013-16: Common Place Handbook
Self-Service Technologies

Background
The Department of Employment and Benefits Services (DEBS) Call Centers were launched March 2011. This system allows clients to obtain general information and services provided by call center agents.

Changes
Effective September 9, 2013, DEBS Call Center Interactive Voice Response (IVR) was upgraded to allow clients to use pre-recorded prompts and menus to obtain case specific information. This upgrade provides a faster and more efficient method for service delivery. After the caller enters a Social Security Number and Date of Birth of an active household member, the caller is able to navigate through IVR.

[Refer to “Enhancements to IVR,” page 20-5].

Intake
The call center enhancements for CCS Intake are:

• When there is an active Task Management Tool (TMT) case assignment, the call is routed directly to the worker who has the TMT ticket, or

• When there is no active TMT ticket, the call is routed to the general phone queue for a phone agent to take the call.

Continuing
For CCS Continuing, callers who opt to speak with an actual worker are routed to the designated office unit caseload phone support agent. Callers who select to use IVR’s enhanced menu options are able to access the following case information (this data is typically CalWIN’s prior date upload):

• Status of their periodic reports,
• Date and time of their Annual Renewal/Redetermination/Reinvestigation (RRR) appointment, and

• Program status

Note: General Assistance (GA) and Benefits Service Center (BSC) offices will be supported by these IVR enhancements in the future.

**Confidential Cases**

Cases that include the Confidential Case Indicator in CalWIN are not displayed in IVR. The caller would need to talk with an actual worker.

**Cisco Agent Desktop Upgrade**

With the IVR enhancement, the Cisco Agent Desktop (CAD) has been upgraded to display the following caller information:

• Case name and CalWIN case number

• Daytime phone Number

• Case language

• Case mailing address

• TMT Ticket number

**Other Changes**

My BCW Mobile Application was implemented by 12/1/2012. Clients can download the application to use with their smart phones.

[Refer to “MyBCW Mobile Application,” page 20-7] for additional information.

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