



STB 15 INBOUND CALL HANDLING GUIDELINES

NAME: _____ (PLEASE PRINT CLEARLY)

DATE OF BRIEFING: _____

BRIEFED BY: _____

STB 15: Inbound Call Handling Guidelines

The purpose of this Service-Training Brief is to assist us in the service we provide to our customers.

The Training Team/Co-ordinator is responsible for delivering this brief to staff. Please sign the front page of the brief, this will then be kept in your training file and the information recorded on Badger systems. The brief content pages may be kept for reference as required.

The information contained in this brief supersedes all previous communications, manuals or procedures.

STB 15 – Inbound Call Handling Guidelines	Signed
I have received a face to face briefing	
I fully understand the briefing and will implement this training.	
I have discussed any queries.	

Assessment Pool	Date
Added to STB Tracker	
Added to Rotamaster	

VERSION CONTROL

DATE	CHANGE	CHANGED BY
13/09/10	Original Version	CY
24/07/18	Reviewed	SBi

INBOUND CALL HANDLING GUIDELINES

Badger is contracted to report on call handling performance to the CCG's as part of the out of hour's contract. Failure to achieve the targets will result in the Commissioners issuing breach notices that may result in the contract being taken off Badger and as a consequence jobs may be lost.

The National Quality Requirements (NQR's) for call handling is:

- All calls must be answered within 60 seconds of the end of the introductory message.
- No more than 0.1% of callers receive the busy/engaged tone.
- No more than 5% of calls abandoned.

The recently revised rota is based on the numbers of actual calls received in a 3 month period. This information has been applied to the call centre erlang calculator that is based on number of calls received per hour, the average time taken per call and the level of service required, in this case 100%. Additional resources have been added to the rota to account for cancellations, Assistant Team Leaders, Visit Coordinators and District Nurse Dispatchers and OOH dispatchers.

It is essential that Team Leaders manage our inbound call activity efficiently and effectively as possible to ensure that the NQR's are being met.

The wall board and the Agent summary screen must be constantly monitored to manage the activity. The Call Summary screen shows the status of the incoming calls with the number of calls waiting and the time callers have been waiting.

The primary alert **AMBER** is set to show calls that have been waiting for 40 seconds.

The secondary alert **RED** is set to show calls that have waiting for 1 minute or more.

The Agent details screen is only visible to Team Leaders and should be monitored continuously to see the all inbound call handlers are logged on and available to take calls with no excessive **Not Ready** times.

Action to take when standards are being breached

- Check the Agent details screen to see that all call handlers are logged on and available.
- Stop non essential dispatching, e.g. District Nursing and ask the dispatcher to take calls.
- Ask Assistant Team Leaders to take calls.
- Ask Visit Coordinators to alternate between dispatching and passing visits.
- Take calls yourself, taking one or two calls will reduce breaches.
- If a driver is trained as a call handler utilise them to take calls if available.
- Ask Call Handlers to stay on after the end of their shift if the activity persists.

STB-015 Inbound Call Handling Guidelines

- Ask Call Handlers due to come on later in the day to come in earlier.
- If you are under staffed due to non attendance and last minute cancellations for any reason, you need to source call handlers if inbound activity is high.
- Managing call handlers breaks and comfort breaks at peak times in accordance with inbound activity and where there is set trends i.e. Saturday's 8am to 10am. Breaks should not be taken at peak times when the telephony board is in red.