Call Center: Acquisition of New Business Unit

Preparation Stage (4 weeks)

1

Business Unit Mananger(s)
Call Center Manager
Call Center Supervisor
BC Liaison (BCL)

Attend initial meeting

2

BCL

If new BCL, receives:
- Training on Call Center Knowledge Base (CCKB) by Call Center
- CCKB User's Manual
- Job Description for BCL position
- Checklist for BCL

3

BCL

Meets with Subject Matter Experts (SMEs) in his/her business center to collect data, creates probing questions and FAQs

4

Business Unit Mananger(s)
Call Center Manager
BC Liaison (BCL)

Develop Service Level Agreement (simultaneously to 1 - 3)

5

BCL/Knowledgebase Specialist

Review preliminary FAQs and amend as needed

6

BCL

Writes escalation procedure for calls/work orders

Technical and Training Stage (4 weeks)

7

BCL

Prepares a list of telephone numbers to be transferred to Call Center in staging. Reviews list with Call Center Manager and EIT Telecom

8

BCL

After receiving Call Center Manager approval of the list, requests phone line cut over to Call Center through Help Desk request

9

Call Center Manager
BC Liaison (BCL)
Telecom Team

Meet to establish due dates and answer questions

10

BCL/SMEs

Provide in-service to Call Takers in Call Center

11

Call Takers

Visit Business Center for introductions, tour and additional training

12

BCL or Designee

Is present in Call Center during **Phone Lines Cut Over** Day

Post Cut Over (On-Going)

13

BCL

- Provides updates of FAQs as they occur;
- Reviews all FAQs quarterly;
- Submits issues, concerns and complaints to Call Center Manager or Supervisor;
- Facilitates resolutions of issues the Call Center encounters with the Business Unit;
- Interacts across multiple disciplines with other BCLs for the creation, modification and review of FAQs and call handling procedures;
- Serves on Call Center Advisory Panel and attends scheduled meetings;
- Prepares phone directory listing annually

2/05/08