

## **A. ANNEXURE I**

As attached in separate document

## **B. ANNEXURE II**

Will be covered in Future Enhancement

## **C. ANNEXURE III**

Reasons for Pausing and estimated time

- i. Breakfast – 15 minutes
- ii. Lunch – 45 minutes
- iii. Attending Meeting – User defined
- iv. Short Call – 10 minutes
- v. Emergency – User defined
- vi. Follow-up of customer inquiries – 15 minutes

## **D. ANNEXURE IV**

Service Level Agreement

Inquiries – 3 days (as per client service charter)

### **For Complaints**

1. Minor Complaint
  - Coordinator – 2 working days
  - Director – 1 working day
  - Manager – 1 working day
  - Head of Unit – 1 working day
  - Attendee – 3 working days
2. Major Complaint
  - Coordinator – 2 working days
  - Director – 1 working day
  - Manager – 1 working day
  - Head of Unit – 1 working day
  - Attendee – 10 working days

### **Assessing and Resolving Complaints**

The coordinator shall assess the received complaint and forward it to respective Directorate/Unit within one (1) working day. If the complaint is forwarded to the Directorate

- a. The Director will channel the complaint to the respective manager within one (1) working day. Upon receipt from the Director, the respective manager will assign to the responsible staff for resolution within one (1) working day.

- b. The assigned staff shall attend a minor complaint within three (3) working days and major complaint within 10 working days and submit resolution to the respective manager.
- c. Upon receipt, respective manager shall review and submit resolution within one (1) working day to the respective Director for review.
- d. For minor complaints, the respective Director shall review and endorse the resolution within one (1) working day. In case of major complaints, the respective Director shall review and submit resolution to the Director General for endorsement within one (1) working day.
- e. Upon receipt of resolution of major complaints, the Director General shall review and endorse within one (1) working day.

**Else If the complaint is forwarded to the Unit**

- a. The Head of Unit will channel the complaint to responsible staff for resolution within one (1) working day.
- b. The assigned staff shall attend a minor complaint within three (3) working days and major complaint within 10 working days and submit resolution to the respective Head of Unit.
- c. For minor complaints, the respective Head shall review and endorse the resolution within one (1) working day. In case of major complaints, the respective Head shall review and submit resolution to the Director General for endorsement within one (1) working day.
- d. Upon receipt of resolution of major complaints, the Director General shall review and endorse within one (1) working day.

Suggestion/Compliment – Not applicable

**E. ANNEXURE V**

Email template to attendee

Good Morning/ Good Afternoon/ Good Evening Grace B. Tarimo

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You have been assigned a Complaint/Inquire/Suggestion/compliment on Contact Centre with Ref. No. **WCF-CC-190971**

[Click here to view.](#)

## F. ANNEXURE VB

Subject type with section/unit

Directorate of Operation		
Claims Administration Section	Compliance Section	Records Section
Pension Payment	Contribution	Correspondences
Compensation Payment	Registration	
Approval of Medical Aid	Annual Return	
Formal Hearing	Inspection	
HCP & HSP Matters	Generation of Control Number	
	Add/Remove Employee on Payroll	
Directorate of Assessment Services		
Claims Assessment Section	Workplace Risk Assessment Section	
Medical Advisor Panel (MAP)	Workplace Risk Assessment Matters	
Impairment Assessment		
Assessment Matters		
HCP & HSP Matters		
Directorate of finance, planning and investment		
Planning And Research	Finance Section	Investment
Planning And Research Matters	Payments	Investment Matters
Units		
Legal Unit	ICT Unit	Actuarial Services Statistics and Risk Management Unit
Legal Matters	ICT Technical Support	Actuarial Services and Risk Management Matters

Review Decision		Statistics Matters
<b>Public Relation Unit</b>	<b>Procurement Management Unit</b>	<b>Human Resource Management and Administration Unit.</b>
Awarenes	Procument Matters	Recquitment Matters
Donation/ Sponsorship Matters		Human Resource Matters
Exhibition Matters		Field & Intern Attachments
Advertisement Matters		DG's Office Matters
<b>internal audit unit</b>		
Audit matters		

## G. ANNEXURE VI

Agent's Dashboard to show the following items in terms of number and graph:

- Incoming Calls
- Calls Received
- Abandoned Calls
- Missed Calls
- Waiting Call on Queue
- Indication of call handling time by color – Green acceptable time, Yellow tolerable time, Red intolerable time as per standard call center timings
  - 3 minutes – green
  - 4 minutes – yellow
  - 5 minutes – red
- Voice Notes (Assigned to the current agent)

## H. ANNEXURE VII

Supervisor Dashboard

- Incoming Calls
- Calls Received
- Abandoned Calls
- Missed Calls
- Waiting Call on Queue

- Agents Online
- Paused agents with reasons
- Daily average time of handling calls with color indications - Green acceptable time, Yellow tolerable time, Red intolerable time as per standard call center timings
- Active Calls
- Agent Idle time
- Voice Notes

## **I. ANNEXURE VIII**

Call Detail Report with following columns filtered per selected dates, hours, location, and status. The report can be customized by column visibility. Can be downloaded as csv/excel or pdf

- Ticket ID
- Name of Caller
- Employer
- Region
- District
- Subject
- Agent name
- Status (Open, Closed)
- Date registered
- Call start and end time
- Call duration
- Pending request (Current Section and Employee)
- Caller numbers
- Description
- Channel
- Category (Inquiry, complain. Compliments, suggestion)
- Financial Year

## **J. ANNEXURE IX**

Individual Agent Report filtered by date and hours. The report can be customized by column visibility. Can be downloaded as csv/excel or pdf.

- Agent ID
- Name of Agent
- Number of Calls Assigned
- Number of Calls Attended
- Number of Calls Lost
- Terminated Calls
- Idle time
- Average call length
- Minimum Call length
- Maximum Call length
- Total Call length
- Average Call waiting time
- Minimum Call waiting time
- Maximum Call waiting time
- Total Call waiting time

## **K. ANNEXURE X**

Workflow Stage Report with following columns filtered per selected dates, hours, location, and status. The report can be customized by column visibility. Can be downloaded as csv/excel or pdf

- Ticket ID
- Name of Caller
- Employer
- Location (Region and District)
- Subject
- Agent name
- Status (Open, Closed)
- Call start and end time
- Call duration
- Pending request (Current Section and Employee)
- Caller numbers

- Request Registered date
- Request Escalated date
- Request Closed Date
- Attended by
- Aging
- Description
- Channel
- Category
- Financial Year
- 

#### L. ANNEXURE XI

- IVR Number
- Phone Number
- Duration
- IVR Stage

#### M. ANNEXURE XII (SLA Report)

- Ticket ID
- Name of Caller
- Employer
- Location (Region and District)
- Subject
- Agent name
- Status (Open, Closed)
- Call start and end time
- Call duration
- Pending request (Current Section and Employee)
- Caller numbers

- Request Registered date
- Request Escalated date
- Request Closed Date
- Attended by
- Aging
- Ring time duration
- Description
- Channel
- Category
- Financial Year

- 

#### N. ANNEXURE XIII

- Ticket ID
- Name of Caller
- Caller Number
- Name of Employer
- Channel
- Complaint Description
- Complain Class (major, minor)
- Responsible Directorate or Unit
- Date of Review and Resolution
- Resolution Details
- Date of Feedback
- Location (Region and District)
- Subject
- Agent name
- Status (Open, Closed)



- Pending request (Current Section and Employee)
- Request Registered date
- Attended by
- Aging
- Description
- Channel
- Category