

Call Journey Verbiage Analysis - Meera

Purpose: find redundancies in call journey sub-menus

legal_menu_option	menu_selection	queue_selection	group_suboption	first_queue_name	final_queue_name
ADAPT	All Other Issues	ADAPT	ADAPT	ADAPT	ADAPT
ADAPT	All Other Issues	ADAPT	ADAPT	N/A	N/A
ADAPT	Housing Other	ADAPT	ADAPT	N/A	N/A
ADAPT	N/A	ADAPT	ADAPT	ADAPT	ADAPT
ADAPT	N/A	ADAPT	ADAPT	ADAPT SP	ADAPT SP
ADAPT	N/A	ADAPT	ADAPT	Clinic Voicemail Transfer	Clinic Voicemail Transfer
ADAPT	N/A	ADAPT	ADAPT	N/A	N/A
Benefits	All Other Issues	Benefits	DHS	N/A	N/A
Benefits	All Other Issues	Benefits	Other	N/A	N/A
Benefits	All Other Issues	Benefits	SSA	Benefits	Benefits

Legal Menu Option [🔗](#)

Redundancies: Legal and Other Legal?

legal_menu_option	sum_calls
ADAPT	97
Benefits	343
Consumer	464
Criminal Records	132
Employment	263
Family	1397
HIV	79
Housing	1027
Immigration	116
Legal	849
Other Legal	756
Pre-Legal Seniors	855

legal_menu_option	menu_selection	sum_calls
ADAPT	All Other Issues	11
ADAPT	Housing Other	2
Benefits	All Other Issues	7
Consumer	All Other Issues	9
Criminal Records	All Other Issues	2
Criminal Records	Personal Injury	1
Employment	Workers Comp	11
Employment	All Other Issues	2
Family	Child Support	70
Family	Simple Divorce	55
Family	All Other Issues	13
Family	From Simple Divorce to Clinics	13
Family	Criminal	1
Family	Immigration Other	1
HIV	All Other Issues	1
HIV	Criminal	1
HIV	Housing Other	1
HIV	Personal Injury	1
Housing	Housing Other	189
Housing	From Housing to Clinics	51
Housing	All Other Issues	13
Housing	Criminal	1
Immigration	Immigration Other	37

Menu Selection

Why are there separate queues for the same transfer?

- Housing >> **From Housing to Clinics >> Clinic Voicemail Transfer**
- Family >> **From Simple Divorce to Clinics >> Clinic Voicemail Transfer**
- Other Legal >> **Other Legal Issues Clinic >> Clinic Voicemail Transfer**

Immigration	All Other Issues	1
Legal	All Other Issues	24
Legal	Housing Other	12
Legal	Child Support	4
Legal	Criminal	2
Legal	Personal Injury	1
Other Legal	All Other Issues	390
Other Legal	Other Legal Issues - Clinic	141
Other Legal	Personal Injury	105
Other Legal	Criminal	88

Queue Selection

Is each subsequent column a different stage of the call? If so, why do people go through these same categories at multiple stages?

- ADAPT
- Consumer
- Education
- All Subsenior Categories

queue_selection	group_suboption	sum_calls
ADAPT	ADAPT	59
Benefits	DHS	30
Benefits	Other	9
Benefits	SSA	42
Consumer	Consumer	126
Consumer	Foreclosure	76
Consumer	Utilities	16
Education	Education	13
Employment	Other Employment	49
Employment	Unemployment	14

SubSenior ADAPT	SubSenior ADAPT	17
SubSenior Benefits	SubSenior Benefits	43
SubSenior Consumer	SubSenior Consumer	56
SubSenior Employment	SubSenior Employment	19
SubSenior Family	SubSenior Family	37
SubSenior Homeowner	SubSenior Homeowner	49
SubSenior Other	SubSenior Other	105
SubSenior Tenant	SubSenior Tenant	52

Subseniors

Redundancies: Title switch between `group_suboption` and `first_queue_name`.

queue_selection	group_suboption	first_queue_name	final_queue_name	total_calls
SubSenior ADAPT	SubSenior ADAPT	ADAPT SubSeniors	ADAPT SubSeniors	1
SubSenior ADAPT	SubSenior ADAPT	SubSenior ADAPT	SubSenior ADAPT	15
SubSenior Benefits	SubSenior Benefits	Benefits SubSeniors	Benefits SubSeniors	4
SubSenior Benefits	SubSenior Benefits	Benefits SubSeniors SP	Benefits SubSeniors SP	1
SubSenior Benefits	SubSenior Benefits	SubSenior Benefits	SubSenior Benefits	35
SubSenior Consumer	SubSenior Consumer	Consumer SubSeniors	Consumer SubSeniors	5
SubSenior Consumer	SubSenior Consumer	SubSenior Consumer	SubSenior Consumer	36
SubSenior Consumer	SubSenior Consumer	SubSenior Consumer SP	SubSenior Consumer SP	7
SubSenior Employment	SubSenior Employment	Employment SubSeniors	Employment SubSeniors	1
SubSenior Employment	SubSenior Employment	SubSenior Employment	SubSenior Employment	13

Next Steps - Meera

1. Merge all monthly sheets into one data file (at least 2025)
2. **Research** the given information to:
 - a. Understand the difference between queue selection and group suboption
 - b. Understand the different labels (ex: SubSeniors ADAPT vs ADAPT SubSeniors)
 - i. Potentially dive deeper into optimizing this flow depending on results
3. Raise the question of **unifying the three menu selections** that all directed to Clinic Voicemail (to Cynthia)
4. Continue studying the “Correct Legal Summary Menu Reports” for **more redundancies** and open call flow doc
5. Collaborate with Adam + incorporate feedback to **refine main analysis points**