**Defining Tier 2:**

Tier 2 is the level of support that is responsible for reviewing all escalated issues from the VEO Tier 1 contact center, Ask VA Queue, SNOW, Congressional Correspondence channel and then responding to all non-tier 3 issues. Many of the issues handled by tier 2 are considered tier 1 but because there is no technical functionality to return these cases back to tier 1 agents, tier 2 support is responsible for sending a response to the affected customer.

**Defining Tier 3:**

Issues that deal with users not being able to use a tool to its full potential or complete a task due to technical issues or errors on VA.gov or the VA Health and Benefits app.

(Ex. Error messages, not being able to progress to the next step/page, possible looping)

* Direct Upload – NO
* AccessVA - NO
* Username/password reset – NO
* ID.me, DS Logon, Login.gov, MHV logon issues – NO
* Email incorrect – NO
* Claim Information wrong – NO
* Claim missing – POSSIBLY – This is a known issue
* Incorrect data displaying\* (someone else’s data) - YES
* Incorrect website information (i.e. on the facility locator or on a specific page) - YES

\* This is a larger issue that the IAM team handles. Issues are sent to this team by SNOW creating a SNOW ticket via the Your IT portal.

**Daily Case Review Tasks:**

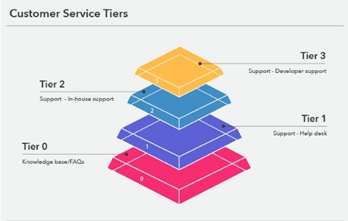
1. Each morning, a member of the Veteran Support Team will log into Salesforce and review the previous day’s cases using the [Daily Case Report](https://va.lightning.force.com/lightning/r/Report/00Ot0000000YsrdEAC/view?queryScope=userFolders).
2. Identify any tier 3 cases and tag them as such by adding “T3” to the beginning of the case subject line.
3. If a case is identified as EVSS, Caseflow, or IAM, update the subject field with “T3 EVSS”, and update the case owner to VA Hotline EVSS Service Desk queue.
4. The team member reviewing the cases will also be responsible for closing any cases where the Tier 1 agent provided the correct response and/or resolution for the problem.
5. If 5 or more cases of a recurring problem that has not been previously identified (i.e. issues with missing or incorrect data) the Veteran Support Team CSM, PM, and PO should be notified so an immediate investigation can take place into the problem.
6. The Daily case review spreadsheet will be created indicating template ID and date closed.
7. The Veteran Support shared inbox will be reviewed each morning, moving the cases to the correct folder, depending on the topic.
   1. If the person reviewing cases notices 5 or more cases of a recurring problem that has not been previously identified (i.e. issues with missing or incorrect data) the Veteran Support Team CSM, PM, and POshould be notified so an immediate investigation can take place into the problem.

As long as workflows remain consistent, most if not all actual tier 3 issues should be able to be addressed within a 24 to 48 hour timeframe.

Tier 2 cases would be all cases where the subject line does not contain T3 ([see report](https://va.lightning.force.com/lightning/r/Report/00O3d000000ZmkeEAC/view?queryScope=userFolders)). Tier 3 cases would be any case where the subject contains T3 EVSS ([see report](https://va.lightning.force.com/lightning/r/Report/00O3d000000ZmkZEAS/view?queryScope=userFolders)). EVSS tier 3 cases can also be tracked but will be handled by the EVSS Service Desk ([see report](https://va.lightning.force.com/lightning/r/Report/00O3d000000ZmkjEAC/view?queryScope=userFolders)).

The goal is to have a regular cadence to discuss how the individuals’ triaging cases are doing in terms of identifying cases. Continuous and transparent communication as a team will help to refine the process.

Results:



The diagram above shows as the levels (or tiers) progress, cases should continuously decrease. This model indicates how call center methods should typically flow.

**Tracking Tier 3:**

*Currently, there is not a Salesforce field that allows a team member to mark something as Tier 3. There are workarounds for this but because multiple workarounds exist already, it can be burdensome for team members to remember extra steps for escalating cases to Tier 3.*

Tracking tier 3 cases:

* [Salesforce Tier 3 Report](https://va.lightning.force.com/lightning/r/Report/00O3d000000ZmkZEAS/view?queryScope=userFolders)
  + Report is scheduled to be run on a daily basis, but can be modified as needed.
    - This report can be added to either of the Salesforce dashboards
      * VEO/CC/EVSS Dashboard
      * CC Test Dash
* [Salesforce EVSS Tier 3 Routed Report](https://va.lightning.force.com/lightning/r/Report/00O3d000000ZmkjEAC/view?queryScope=userFolders)

**Closing the Loop:**

Proposed Internal Tier 3 Solution:

Conduct a daily review of case responses via the shared inbox by a member of the Contact Center Support Tier 3 Team to triage and respond to replies as needed; addressing all emails with the Tier 3 specific subject topic. Responses should be monitored for the duration of the week to ensure that adequate service is provided. This will also reduce the possibility of repeat calls for the same issue by the same person, making it possible to focus on cases more quickly. Finally, by having the inbox monitored the day after for an entire week, we will reduce the time it takes for users to get the appropriate assistance they need to resolve their issues.

**Collaborating and partnering with Contact Center Support Internal Tier 3:**

In order to stay informed about all things tier 3 VA.gov, the following has been established:

|  |  |  |
| --- | --- | --- |
| **Teams** | **POC/Process** | **Cadence** |
| Benefits Team (Team 1) | Terry Nichols, Jared Cunha, Kevin Duensing, Anita Middleton, Chante Lontos-Swett, Sarah Ortiz | Bi-weekly Wednesday 2:30 - 3:00 PM ET (next: 3/29/23) |
| VA Health and Benefits Mobile App Team | Kelly Lein | Not yet established |
| ID.me (external partner) | Jess McClure, Kyle Fairbanks, Luke Wolf, Grace Johnson | Monthly 3rd Wednesday 10:00 - 10:30 AM ET |
| Login.gov (external partner) | Rachel Houghton, Sierra Leanna Miller, | Monthly 3rd Wednesday 10:35 - 11:05 AM ET |
| Identity Team | Joe Niquette | Not yet established but regular comms with Joe N. |
| Auth Experience Team | Samara Strauss (OCTO) | Not yet established |
| Profile Team | Samara Strauss (OCTO) | Not yet established |
| EVSS Team | Jeremy Haas | Bi-weekly Tuesday  9:30 - 10 AM ET |
| Identity and Access Management (IAM) | Damien D’antonio  Service Now Tickets | Not yet established |
| Caseflow (Appeals) |  | Not yet established |
| Facility Locator | David Conlon (OCTO)  Need team PM/lead  [Refer to this github write up](https://github.com/department-of-veterans-affairs/va.gov-team/blob/master/products/facilities/facility-locator/reporting-inaccurate-data.md) | Not yet established |
| VA.gov Content | Danielle Thierry (OCTO)  Randi Hecht  Terry Nichols | Not yet established |
| 10-10 Health Applications   * 1010EZ (health care benefits app) * 1010CG (Caregiver app) | Kristen McConnell (OCTO)  Patrick Bateman (OCTO)  Can also reach out in the #1010-health-apps slack channel for broader awareness. | Not yet established |
| DS Logon | Justin Ramsey  [justin.m.ramsey.civ@mail.mil](mailto:justin.m.ramsey.civ@mail.mil)  Jessica Woehrle  [jessica.k.woehrle.civ@mail.mil](mailto:jessica.k.woehrle.civ@mail.mil) |  |
| Education Tools and Applications | Kara Cirprich: [Kara.Ciprich@va.gov](mailto:Kara.Ciprich@va.gov)  Napoleon Kernessant: [napoleon.kernessant@va.gov](mailto:napoleon.kernessant@va.gov) | TBD |