IRIS Call center research 10-07-20

VEO Tier 1

**Attendees**

Stephen J. Forsey (ERPI)

Christopher A. Fulmer (ERPI)

Kindra A. Johnson (ERPI)

Ren M. Richardson (ERPI)

Sarah Jane G. Rushforth

Donita Searcy

Todd Unger

Luciana Morais

**Agenda:**

1. Understand the team structure and roles of people contributing to content creation as it relates to contact center customer service and IRIS

* Examples of the type of content we’re most interested can be seen in [these IRIS FAQs](https://iris.custhelp.va.gov/app/answers/list)
* [This public-facing KnowVA article](https://www.knowva.ebenefits.va.gov/system/templates/selfservice/va_ssnew/help/customer/locale/en-US/portal/554400000001018/content/554400000019143/Change-of-Address) is another content example

1. Understand the current content creation process, at a high-level
2. Identify people we can speak to and processes we may be able to observe to gain a deeper understanding of content creation at the VEO Tier 1 contact center

Todd Unger

2 call centers, one in West Virginia one in Salt Lake. Whitehouse VA hotline. That’s WV.

Salt Lake is general info on all VA services, broad, not in-depth. Transfer for deeper issues.

All attendees are Veteran's Experience Office Contact Center Training Team (VEOCC Training Team). Trains the agents for the 2 call centers.

They don’t know what IRIS is. Don’t use it. Todd’s never seen it. Says they DO NOT use it.

Donita Searcy

She’s seen IRIS. Was testing manager for eBenefits. They helped maintain content on IRIS. No one inputs or maintains IRIS content. But she says the are “users” of IRIS content—when we pressed a bit, she asked if IRIS content is on VA.gov. Then said “whatever the information is on VA.gov, that’s what we train our agents to use.”

Christopher Fulmer

Stephen Forsey

Todd mentioned the profile user guide from Chante. Asked if something like that on learning center. Liz clarified it will be only Veteran-facing.

knowva.ebenefits.va.gov was unfamiliar to Todd and to Donita. (Don’t use eGain either.)

They have their own Sales Force product they use for all internal content and call tracking and data. They don’t love SF. They may start using Microsoft Dynamics platform that other call centers use.

(Todd believes that eBenefits and my HealtheVet are going away and all that functionality will transfer to va.gov.)

They don’t allow any internal call center data to be published external websites.

Content they develop:

Training documentation

They create, manage and update all training materials.

Not SOPs—that’s another group. Operations team. So they may say, here’s how to handle COVID calls. VEOCC takes that info and creates PPT on the topic.

No scripts.

We let the Veteran tell their story. Then find out what their needs are and get them the help they require.

* PPT
* Worksheets
* Visio
* QRG – Quick reference guide

Sharepoint site is internal repository for user guides that come from Chante.

Sales Force Knowledge Base links to the repository, so agents don’t have to leave SF.

2 other team members not on call:

S.J. Westport

Ray Richardson

They work with all business lines.

Each line office of client relations in the secretary’s office, VBA VHA and NCA can all reach out to VEOCC.

Triggers

Whitehouse VA Hotline – Repository of Vet’s concerns for the VA. VEOCC takes the concerns and shares with each business line (VHA, VBA, NCA).

If Vet calls with benefits question, VEOCC gives a high-level overview and then routes to another call center for deeper info.

Digital services, Chante and Kimberly, that’s who VEOCC talks to if they have questions about va.gov content.

Public facing content and internal content being out of synch is not an issue for this team.

Conflicts with internal documents:  
SF has a link to directly message party responsible for piece of content, so you can alert them from the piece of content that something is wrong.

Internal content management:

Dorian Adeyemi

Mike Cippione

2 types of training get updated regularly:

Continuous learning training

New hire training

Some live training, some is a link to a training activity.

Don’t seem to be formal processes they can point to for development of content. Keep pointing us back to Chante’s user guides, even though Liz got them to speak to PPT, worksheets, etc.