

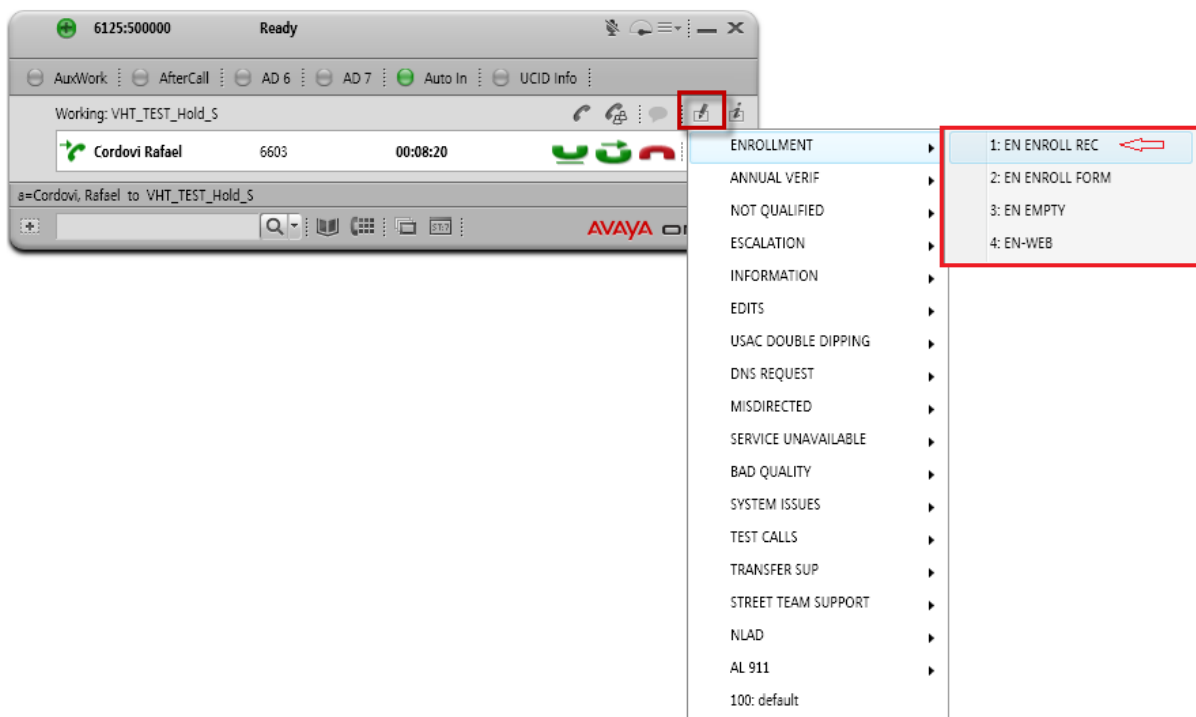
## Avaya One-X Work Codes for SafeLink

Please be advised:

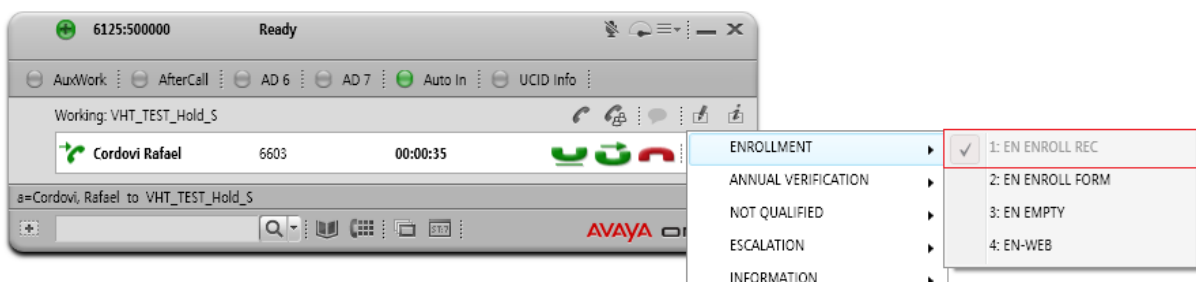
All SafeLink VMBC representatives must be able to comply and complete the outlined steps below **on every call**.

1. After getting the incoming call, the Add Work Codes icon will appear on the Avaya one-X tool.
2. Click on the **Add Work Codes** icon and select the corresponding category from the list.

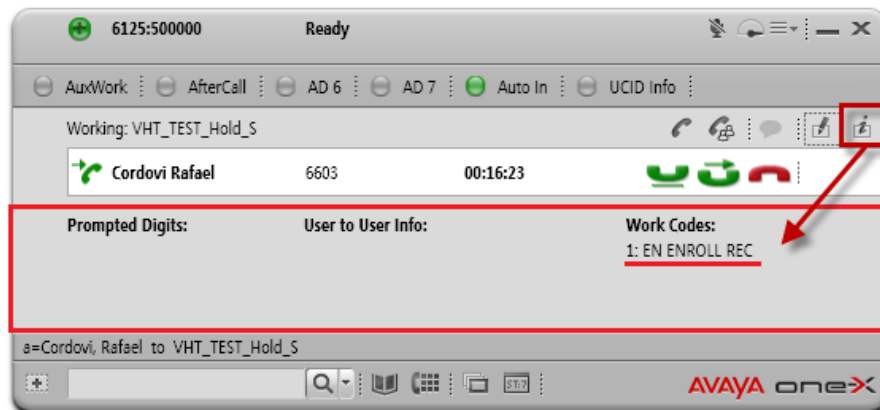
**NOTE:** You must select only **ONE** Work Code for each call. See example below for Enrollment.



3. To verify the Work Code that you have selected:
  - a. Go back to Add Work Codes, click on the same category (sample below is Enrollment) and the previously selected Work Code will be grayed out.



- b. Click on the **WorkItem Details** icon and the selected Work Code for the call will appear.



### VMBC Work Codes

	Disposition	Explanation
Enrollment	EN ENROLL REC	Enrollment Created with REC
	EN ENROLL FORM	Enrollment created with FORM
	EN EMPTY	Agent requested empty form to be sent to the customer's address
	EN WEB	Customer referred to the WEB to complete enrollment
Annual Verification	AV COMPLETE	Customer completed AV Process
	AV WEB	Customer referred to the WEB to complete the AV
	AV INFO	Customer called regarding annual verification process details NO AV completed
	AV COMPLETE 3RD PART	Annual Verification completed 3rd on behalf of the customer
	AV NOREC LETTER	REC Not completed. Customer will receive letter requesting to complete AV
	AV NOT MOVED	Customer moved to <b>another</b> state. Account canceled
	AV NOT NQCANCEL	AV was not completed. Customer not qualified anymore. Account was canceled
	AV COMPLETE UAE	AV Completed and UAE Case started due to address used while editing
	AV NOT CANCEL	AV not completed due to cancel request
	AV NOT STUCK	AV not completed due to app. stuck in Q
	AV COM ALREADY	AV already completed in the account
	AV SPANISH	AV Call/customer requested Spanish speaking agent

	Disposition	Explanation
Not Qualified	NQ OPHR	Not qualified, one per household rule
	NQ NO SSN	Customer not qualified due to not having SSN
	NQ DISCLOSURE	Customer does not accept TOS
	NQ NOPROGRAM	Customer not qualified due to not having any PROGRAM
	NQ INCOMEXCEEDS	Customer not qualified via INCOME
Escalation	ESC CANCEL	Cancel Request
	ESC RE FORM	Resend form request
	ESC RE PHONE	Resend initial phone request
	ESC STUCK	Application tuck in Qualified
	ESC USED ADDRESS	Used Address Escalation case created

Information	INF STATUS	Status explanation for customer
	INF APP RECEIVED	Letter Postcard From received by customer explanation. NO enrollment created
	INF SMSCAMPAIGN	Customer calling regarding SMS received
	INF OUTCAMPAIGN	Customer calling regarding call received due to outbound campaign
	INF TRACFONE	Customer requesting information on TracFone products (TracFone, Straighttalk, NET10)
	INF PLAN	Customer requests info on PLANs. No plan changed
	INF RAF PROGRAM	Information about RAF program. No enrollment created
	INF WEB	Information provided about the benefit and referred to the WEB to complete enroll or for more info
	INF SS CALL	Social service worker requesting info about the SL benefit
	INF LOCATE	Customer requesting help finding the nearest SS agency
Edits	CHAN ADDRESS	Edited customer's address
	CHAN PI	Edited customer's personal info (SSN/DOB/NAME/LNAME)
	CHAN TYPE	Edited customer's qualification type
	CHAN MANY	Edited more than two section information
	CHAN PLAN	Edited customer's PLAN
	CHAN CONTACT	Edited customer's contact info (edited, added or removed)

	Disposition	Explanation
USAC Double Dipping	DD INFO	Customer requests information on USAC DD
	DD CANCEL	Customer requests cancelation of the account due to USAC LETTER received
DNS Request	DNS REQUEST	Customer requests not to be contacted again by phone postcard or mailing
Misdirected	MIS TECH	Customer referred to tech support
	MIS WRONG	Customer dialed wrong number
Service Unavailable	NS ZIP	Benefit not available in the zip code provided
	NS STATE	Benefit not available in the State provided
Bad Quality	BAD CHOPPY	Call disconnected due to choppiness
	BAD DISC	Call got disconnected on the customer's side
	BAD DEAD	No audio Dead air. Agent disconnected the call
System Issues	CSR CB	CSR Connectivity Internet issues/ Supervisor order to request cust to call back
Test Calls	TEST TEST	Test Call made by a supervisor, client or TL to test the lines
Transfer SUP	TSF SUP	Agent Transferred to his supervisor due to customer request
Street Team Support	ZHD STATUS INQUIRE	Agent calls requesting information on IDs status
	ZHD ADDRESS INFO	Agent calls for address information
	ZHD PROOF INFO	Agent calls requesting information about proof validity
	ZHD CANCEL REQ	Agent calls requesting ID cancellation
	ZHD EXISTING CUST	Agent calls regarding existing customer
	ZHD APP TECH ISSUE	Agent calls reporting technical issues

	Disposition	Explanation
NLAD	NLAD TO CANCEL INFO	Customer requesting information regarding reason for NLAD cancelation
	NLAD TO CANCEL COMPL	Customer complaining regarding NLAD cancelation
	NLAD TO REENROLL REQ	Customer asking about NLAD cancelation and requesting Re Enrollment
AL 911	A911 INFORMATION	Customer called regarding the new 911 fee for the state of AL
	A911 CANCELLATION	Customer called in to cancel their benefit due to not willing to pay the 911 fee for AL

**IMPORTANT:**

- Make sure to select the Work Code while the customer is still on the line. You will not be able to select a work code when the call ends.
- If you accidentally selected the incorrect Work Code, you will not be able to unselect it, so be extra cautious.

**Agent Support Key Words:** Avaya, Work Code, WorkItem