RTG Meeting Notes – 08/18/2023

Focus – Customer Service

Reviewed key applications and call flows. Customer service applications that will be moved include the following:

* CS\_MAIN\_IVR (main customer incoming line)
* CS\_APPOINTMENTS (delivery/service automated system)
* SeffnerStoreRep
* ESC (previously CS\_SD\_SETX\_IVR)
* SERVICE DEPARTMENT (previously CS\_SD\_FLGC\_IVR)
* PEARLRIVER-CS
* PRODUCT\_HELP
* In addition, all applications used during outbound calls when voicemail is reached:
  + AM\_FL\_SVC\_EN
  + AM\_SRVY\_EN
  + AM\_CONF\_EN
  + AM\_CONF\_SP
  + AM\_CUST\_SVC\_EN
  + AM\_CUST\_SVC\_SP
  + AM\_FL\_SVC\_SP
  + AM\_SE\_SVC\_EN
  + AM\_SE\_SVC\_SP
  + AM\_SRVY\_SP

Applications no longer in use include:

* PickUPXpress
* AM\_TM\_EN
* AM\_TM\_SP
* CS\_Outbound
* Emergency\_Close
* Lakeland-CS
* CS\_Main\_Emergency\_Close
* FURN\_COM\_IVR
* CS\_MAIN\_IVR\_TEST
* Synthetic\_Test
* TrungTest
* CS\_Appointment\_Test
* CS\_IS\_IVR\_TEST
* CS\_CALLBACK

Notes:

1. Courtesy callback will be used which will queue calls for the original queue assigned. The existing callback calendars will be used in the new system.
2. CS\_Main\_IVR – retain reporting variables Business, Call\_Language, Queue & Option Selected
3. Callback – one main call flow will be in use for all departments. Caller will queue for the original CSQ.
4. Any prompt or flow changes are noted on the call flows in yellow.
5. New CCS SUPPORT flow to be added 813-246-3210
6. Direct transfer into delivery/service is not needed. This is accessed directly from scripts. Agents will assist customers rather than transferring the call.