# Microsoft Teams – Process Guidelines for Care

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**Description:** Provides details regarding Microsoft Teams process guidelines for Care. The guidelines are intended for all colleagues in member-facing roles.

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| Details |

Refer to the following:

* **Microsoft Teams:** Is a chat and video conferencing-based workspace app that is meant to facilitate ongoing collaboration and communication amongst teams, projects, and organization.
  + Microsoft Teams provides single-point access to conversations, files, notes, tasks, and much more.
  + When used properly, it can be a great tool to drive engagement and improve communication in the workplace.
* **All Colleagues:** You will be issued Microsoft Teams.
* This chat tool will allow you to ask questions, answer questions, and share content with other colleagues.
* Microsoft Teams is **solely** intended for the use of **PBM business** and should **not** be utilized for **personal use**.

 Unauthorized use of Microsoft Teams may result in corrective action up to and including termination.

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| Process Guidelines |

Your caller is priority. If you are on a call, **Do Not** assist your peers in a chat.

To help you better understand the proper use of Microsoft Teams, refer to the following guidelines:

**Proper Utilization of Teams Chat**

* Use **all** resources before posting questions (Work Instructions, CIF, Test Claims, etc.).
* Always include a Work Instruction name and Content ID when responding to a question.
* Limit the number of chats you have open to four or fewer to avoid unnecessary distractions.
* Avoid responding in the chat while on calls with members.
  + Our goal is to provide excellent customer service to our members and that requires our full attention.
* Ensure you are included in your supervisor’s and/or team’s daily chat.
* Always be friendly, polite, and professional.
* Keep your messages short and concise.

**Improper Utilization of Teams Chat**

* **Do not** wait an extended period for an answer via chat.
  + If you do not receive a response within 30 seconds, use other appropriate resources for assisting the member. **Example:** Work Instructions, CIF, Test Claims, or contacting Senior Team etc.
* Avoid responding to a message when you are on a call with a member.
* Never give an answer to a colleague if you are unsure.
* Do not assume you have privacy.
  + **All** chat content is memorialized and part of the company’s record.
* Avoid overusing Memes and GIFs.
* **Do not** share sensitive or confidential information (PHI, PII, etc.).
* **Do not** share opinions regarding members or Clients.
* Never post anything you would not say aloud.
* When in doubt, do not put it in chat.

Contact your supervisor or manager if you have any questions or concerns regarding proper chat usage.

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| Microsoft Team Status |

**Proper Microsoft Teams Status**

**CCR must show in available status when they are logged in during the duration of their schedule shift unless at break or in a meeting. Follow the below:**

* **Green -** Available. CCR is logged in and working a scheduled shift.
* **Yellow -** Away. The agent is at break.
* **Red -** Busy. The agent is in a meeting.
* **Offline -** Agent is offline - not at work.

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| Additional Resources/References |

[Code of Conduct](https://heartbeat.cvshealth.com/documents/preview/658334/Code-of-Conduct)

[CVS Health Colleague Handbook (HR-049558)](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=HR-049558)

[Comments & Conversations Policy](https://heartbeat.cvshealth.com/comments-policy)

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