# Call Center Emergencies

[Core 1 Emergency Evacuation and Call Routing Procedures](#_Toc136872104)

[All Other Sites’ Processes](#_Toc136872105)

[Related Documents](#_Toc136872106)

**Description:** Process for Customer Care Representatives (CCRs), Supervisors, Managers, and Resource Planning to follow in the event of an emergency at the Call Center, such as tornado, fire, flooding, etcetera.

**WFH Colleagues:** Refer to [Customer Care Work from Home (WFH) Call Center Emergencies (018628)](https://thesource.cvshealth.com/nuxeo/thesource/#!/view?docid=3f0beafc-0c03-4c61-853c-a09d6d3be278).

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| Core 1 Emergency Evacuation and Call Routing Procedures |

In the event of an emergency where evacuation is needed, all employees should evacuate immediately.

**Note:** In the event of an alarm test or a false alarm, management will provide instruction to stop evacuation. If a false alarm is NOT communicated, all employees should evacuate in an orderly fashion.

In the event of an emergency or other situation requiring staff to move to a safe area, Customer Care supported sites that have staff exclusively on Core 1 (Chandler and Knoxville), perform the following steps:

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| **Step** | **Action** |
| **1** | **Managers and Supervisors:** Communicate any planned instances that are required for Drill Purposes (**Example:**  Fire Drill, Tornado Drill) so that necessary steps can be taken to minimize any potential impact. |
| **2** | **Representatives:**   1. Upon the sound of the alarm, inform your caller of an emergency situation.   Excuse me, it is necessary for me to release the line due to an emergency evacuation. Please hang up and call back and your call will be directed to an agent in an available call center.   1. Release the call.   Release the call and place your phone into Aux 5 (Project Aux), or PRJ (Project Work Reason Code) in Five9. Do NOT wait for member’s response. |
| **3** | **Representatives:**   1. Lock your computer (Press **Windows+L** keys together).   Do not log off your phone.   1. Gather your **essential** belongings that are present at your desk (car keys, purse/ wallet, etcetera). 2. Report to the muster location **and** **DO NOT leave** until instructed to do so by Management or ERT. |
| **4** | * **Supervisors and Managers:** Account for staffing to ensure the building is clear. * **Representatives:** Listen for the all-clear from leadership, then return to workstations and auto-in to begin receiving calls. |
| **5** | * **Resource Planning:** Enter an exception that is consistent for all agents covering the time frame representatives were participating in the drill. * **Site Supervisors:** Additional time outside the entered exception will need to be submitted by the site supervisors.   All one-offs will need to be submitted by the supervisor, such as agent on lunch during drill and was unable to log back on in a timely fashion, agents unable to log on at beginning of shift due to drill, etcetera. |

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| All Other Sites’ Processes |

In the event of an emergency where evacuation is needed, all employees should evacuate immediately.

**Note:** In the event of an alarm test or a false alarm, management will provide instruction to stop evacuation. If a false alarm is not communicated, all employees should evacuate in an orderly fashion.

When alerted by management that there is an emergency, perform the steps below:

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| **Step** | **Action** |
| **1** | 1. Advise the member:   Excuse me, but it is necessary for me to release the line due to an emergency evacuation. Please hang up and call back and your call will be directed to an agent in an available call center.   1. Release the call. Do not wait for member’s response. |
| **2** | Lock your computer (Press **Ctrl+Alt+Delete** keys then click **Lock Computer**).  Do not log off your phone or place it into an Aux code. Leave your phone in Auto In.  **San Antonio/Alamo Downs only:**  Place phones in AUX 5 (PRJ if using Five9) until the all-clear is given.  **Result:** Calls will be redirected to other Customer Care centers to handle. |
| **3** | 1. Gather your **essential** belongings that are present at your desk (car keys, purse/wallet, etcetera) and proceed to the designated safety zone. 2. Report to the muster location **and** **DO NOT leave** until instructed to do so by Management or ERT. |
| **4** | * **Supervisors and Managers:** Account for staffing to ensure the building is clear.   + **Representatives:** Listen for the all-clear from leadership then return to workstations and place equipment into Auto in to begin receiving calls. |

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| Related Documents |

[Customer Care Abbreviations, Definitions, and Terms Index (017428)](file:///C:\Users\c506343\Downloads\CMS-2-017428)

**Parent Document:** [CALL 0049 Customer Care Internal and External Call Handling](https://policy.corp.cvscaremark.com/pnp/faces/DocRenderer?documentId=CALL-0049)

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