



***Cornerstone***

# Provider Network Support Service Level Agreement

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# Cornerstone Provider Network Support Service Level Agreement

Under a contract with the Illinois Department of Human Services, the Illinois Primary Health Care Association opened the Cornerstone Call Center in January 1999. The Call Center provides support to all Cornerstone agencies, as well as to eCornerstone agencies and Early Intervention providers and parents. The Illinois Department of Public Health Help Desk continues to provide support for the PHIN and Stellar systems.

This Service Level Agreement includes pertinent information on the Cornerstone Call Center, its policies and operating procedures, and its commitment to providing support to all its customers. If you have any further questions, please contact the Call Center at toll-free 1-877-447-4221.

## Table of Contents

General Information .....	3
Availability & Hours of Coverage.....	3
Call Handling Expectations .....	3
Call Logging & Reference Numbers .....	3
Incident Call Reporting .....	4
Customer Responsibilities.....	4
Call Answer Time .....	4
Abandoned Call Levels .....	4
Busy Lines .....	4
Call Duration .....	5
Interrupted Calls.....	5
Call Back & Feedback .....	5
Voicemail Messages.....	5
Incident Call Report Closure .....	5
Call Ownership .....	5
Symptom Analysis .....	6
Customer Satisfaction.....	6
Complaints.....	7

## **GENERAL INFORMATION**

The Cornerstone Provider Network support staff provide customer support for the Cornerstone application and related programs; eCornerstone application and related programs; and hardware / telecommunication support for Cornerstone sites.

The Cornerstone Provider Network support staff include:

- Call takers who answer calls made to the Cornerstone Call Center and gather the initial information about an incident or request.
- Technicians in Cornerstone Network Support who provide assistance with telecommunications and hardware incidents.
- Field technicians from the Cornerstone Solution Center who make site visits to replace or repair hardware.
- Software support staff who provide assistance with software incidents.

## **AVAILABILITY & HOURS OF COVERAGE**

The support staff will be available from 7:30 AM to 5:00 PM, Monday through Friday, excluding the following holidays:

New Year's Day	Labor Day
Dr. Martin Luther King, Jr. Day	Columbus Day
Lincoln's Birthday	Veteran's Day
President's Day	Thanksgiving Day
Memorial Day	Friday after Thanksgiving
Independence Day	Christmas Day

Outside of normal business hours or on the above holidays, customers may leave a voicemail for a return support call as early as possible on the next business day.

## **CALL HANDLING EXPECTATIONS**

Support staff will be polite and courteous throughout the duration of every call. Staff will have guidelines designed to make the caller feel comfortable and to ensure that all incident call reports are resolved as quickly as possible. Should the support staff's attitude or performance cause any offense to a caller, the caller should contact the Cornerstone Call Center and ask to speak to the Manager, who will handle the complaint or direct the complaint to the appropriate manager.

It is expected that callers are also polite and courteous throughout the duration of the call. Any abusive calls from a caller will be reported (or escalated) by the support staff to his or her manager. These incidents may also be referred to DHS support staff for follow-up as deemed necessary.

## **CALL LOGGING & REFERENCE NUMBERS**

Support staff will track all incident call reports throughout their life cycle using a call tracking system. Incident call reports will be logged by the Call Center staff as calls arrive.

When a caller makes a telephone call to the Cornerstone Call Center to report an incident, the call taker will give a reference number to the caller at the end of the call. The caller should keep this number and use it when calling for updates or with additional information regarding the incident.

## INCIDENT CALL REPORTING

An incident is when one of the following situations occur:

- **Problem** – a situation that causes either part or all of the user’s technology resources to be inoperable. This would include hardware, software, and telecommunication failures for which the Cornerstone Provider Network staff provide support.
- **Question** – an inquiry seeking assistance to complete a task (for example, a call to ask how to perform a specific Cornerstone action) or a request for general information.
- **Request** – a situation such as a request for moves, adds, or changes, or a request for a form.

Whenever an incident occurs, callers must contact the Cornerstone Call Center as soon as possible.

## CUSTOMER RESPONSIBILITIES

When placing the call, callers are expected to have needed information on hand, and have time available to work with support staff to help troubleshoot and resolve the incident. Examples of needed information include hardware property tag numbers, software error messages, authorization numbers, etc. If relevant information is not available, the caller may be asked to call back when they are prepared to work with support staff.

When reporting an incident, the caller will be asked to provide some or all of the following information:

- Clinic/Agency Site Number (required)
- Verification of site location
- Verification of site telephone number
- Call Reference Number (if following up on a prior call)
- Exact error message
- Hardware manufacturer’s name
- Hardware property tag number
- Description of the incident

**Support staff cannot address questions relating to program procedure.** These calls should be directed to DHS support staff. For example, a WIC caller inquiring about what food package a participant should receive will be directed to DHS Support Staff.

## CALL ANSWER TIME

The goal of the Cornerstone Call Center is to answer 95% of the calls within 3 minutes during the 7:30 a.m. – 9:30 a.m. time period, and to answer 95% of incoming calls within 5 minutes during the remaining Cornerstone Call Center business hours. This measurement is made on a daily basis and is reported monthly to DHS.

## ABANDONED CALL LEVELS

After a wait time of 30 seconds, the goal is for the maximum number of abandoned calls, as recorded by the call tracking software and phone system, to be less than 7.5% of all calls during peak hours (7:30 AM to 9:30 AM). This measurement is made on a daily basis and is reported monthly to DHS.

Abandoned calls are defined as those calls terminated by the caller prior to speaking with support staff (hang-ups).

### **BUSY LINES**

Should all lines be busy at any given time, the caller has the option to leave a voice message, and a return call to the caller can be expected within 60 minutes during normal hours of coverage. The Cornerstone Call Center regularly obtains reports from the phone system to identify the number of times that busy lines occur, with the goal of keeping such occurrences at a minimum.

### **CALL DURATION**

The target call duration (time spent on the phone with the caller) is less than 5 minutes for 90% of all calls. The Cornerstone Call Center continually reviews call duration times, and attempts to implement any necessary procedures, processes, or technology that will permit achievement and maintenance of the target duration.

### **INTERRUPTED CALLS**

While working with a caller on an incident, it may be necessary for the support staff to perform further analysis. In this event, the caller will be offered the option of remaining on the line, or of calling back in a specified time period.

### **CALL BACK & FEEDBACK**

If an incident cannot be solved at any predetermined level, or if it will take further action to resolve, the support staff will explain the reason for the delay and ask the caller whether feedback is required. Feedback is defined as periodic updates on the status of the incident until the incident is resolved. If the caller requests feedback, then the support staff will contact the caller with periodic updates on the status of resolution of the incident.

### **VOICEMAIL MESSAGES**

The Cornerstone Call Center's voicemail box allows callers to leave messages in the event that all support staff are busy, or when the Cornerstone Call Center is closed. If a caller leaves a message when all support staff are busy (all lines are busy), the caller can expect his or her message to be returned within 1 hour. If the caller leaves a message outside of normal business hours, the caller can expect his or her message to be returned on the morning of the next business day.

### **INCIDENT CALL REPORT CLOSURE**

Once an incident has been resolved, the support staff summarizes the incident, explains the solution, asks if the caller has any more questions, gives the caller the call reference number, and closes the incident with a polite parting. If there are any concerns regarding call report closure procedures, the caller should contact the Cornerstone Call Center and ask to speak with the Manager.

### **CALL OWNERSHIP**

The support staff are responsible for tracking the status of all open incident call reports and ensuring that call tracking software is updated accordingly. The individual who places the

call to the Cornerstone Call Center is automatically designated as the caller, and as such, will be notified by support staff of any significant changes in status that may occur to the incident call report.

The original caller may contact the Cornerstone Call Center at any time to designate a replacement caller. This will allow uninterrupted service in the event that the original caller is unavailable for any reason. The caller may call the Cornerstone Call Center at any time to request the latest status of the incident call report. The support staff will need the Call Reference Number for a fast response.

### **SYMPTOM ANALYSIS**

When analyzing an incident, it is important that the caller understand that the support staff will expect the caller to help with the analysis by providing any information and performing any actions or tasks requested by the support staff. Any caller who refuses to assist the support staff must understand that their incident may take longer to resolve.

### **CUSTOMER SATISFACTION**

To maintain quality support and service, the Cornerstone Call Center may perform periodic Customer Satisfaction Surveys. The surveys will be performed at random. These surveys are important if the Cornerstone Call Center is to meet its goal of improved levels of service. Although the surveys are not mandatory, callers are encouraged to complete the surveys and return them to the Cornerstone Call Center, or to spend a small amount of time to answer some simple questions over the telephone.

Additional forms of Customer Feedback include:

- Emailing feedback to [customerservice@cquestamerica.org](mailto:customerservice@cquestamerica.org). The email will be routed to the appropriate manager, who will then follow up with you.
- Completing the Cornerstone Customer Service Feedback Form (available at <http://www.cstonesupport.info/user/forms/feedback.pdf>), and faxing it to the Customer Service fax line at (217) 541-7441, or mailing it to CQA's Customer Service Department at 225 South College, Suite 200, Springfield, Illinois 62704.
- Leaving a message on the Customer Service voicemail box, which is accessible from the Cornerstone Call Center main menu (1-877-447-4221). Your message will be routed to the appropriate manager for follow-up.
- Contacting the Cornerstone Call Center (1-877-447-4221) and asking to speak to the manager.

Regardless of which mechanism you use to provide feedback, be assured that your suggestion, complaint or recognition will be forwarded to the manager of the appropriate unit or units. If you choose to leave your name and phone number, the manager will follow up with you in regard to your feedback.

Through various initiatives, we are working to provide the best customer service and support to callers. However, it is only through your feedback that we can ensure that we are meeting this goal. We sincerely look forward to your feedback, and pledge that the proper attention will be given to each and every comment we receive. As always, if you have any questions, please don't hesitate to contact the Cornerstone Call Center at 1-877-447-4221.

**COMPLAINTS**

Customer complaints concerning any support service provided or Cornerstone support staff or technician should be reported immediately by calling the Cornerstone Call Center (1-877-447-4221) during normal working hours, and asking to speak to the manager.