



Average Speed to Answer (ASA) Benchmark Setting Required Data Elements for Tier 1

As part of the FY 2022-23 County Incentives Program, Customer Service Incentive for Tier 1, Call Center requirements, counties must provide the following information to complete the Call Center Operations Technical Assistance Session:

- **The number of phone agents** (staff) (Full Time and Part Time)
- **Hours of Operations** for the county's Call Center
- **Break/Lunch schedules** if possible or an overview of how those are handled and assigned for on phone staff
 - Include phone staff schedules for each individual, whether FT or PT
 - Example: Monday through Friday, 8am to 5pm, with break at 2:15
 - Phone staff schedule should be for the entire Call Center (each individual's schedule broken out separately)
- **Total Call Volume**, split out month by month, if possible:
 - How many calls are you receiving?
 - Total Volume (January 2022 to December 2022), across all queues
 - Monthly Totals (January 2022 to December 2022), across all queues
- **Daily Arrival Pattern** if possible (by the hour)
 - On what days and what times does your call volume come in?
 - If calls come in via more than one number, such as transfers from the front desk, or other groups that transfer into the Call Center, we need to make sure the volume is captured in those totals.
- **Percentage and Total Abandoned Calls (ABD%)**, split out month by month, if possible
 - How many calls were abandoned by the caller because they couldn't get through?
 - How many ABD, by month (January 2022 to December 2022)
 - Provide both the actual number of abandoned calls and the total percentage
- **Type of Call Center system** the county uses, such a switchboard to desk, the actual Interactive Voice Response (IVR) system used or what Customer Relationship Management (CRM) system is in place
 - Is the Call Center system hosted or virtual/cloud-based?
- **County's actual phone numbers** members would dial to reach your county
 - *HCPF MCC Operations staff will use this to call and assess the phone tree, paths and routing to measure the member experience*
- **Average Speed to Answer (ASA)** of calls answered across all queues from January 2022 to December 2022
 - How long did it take a caller to get to a live agent?
 - Individual queues should be broken out, if possible



