**Customer Service Tier 2 Inbound/Outbound Call Survey**

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| County Name: |  |
| County Contact for Customer Service Incentive Communications (name and email address):  |  |
| Current phone system (name/company: Cisco, 360 Connect, Vonage etc.) |  |
| Is your county task based or caseload based? Or a mixture of both? Is the caseload shared or individualized?  |  |
| At your site which staff are responsible to answer inbound calls from members (Ex: staff at the front desk answer incoming calls or an eligibility technician is tasked with answering the phones, and this task is rotated amongst eligibility technicians daily)?  |  |
| Expectations around returning phone calls (Calls are sent to eligibility, calls are returned by dedicated call takers, expected timeline of response, etc.): |  |
| Method for ensuring expectations are met (inbound/outbound calls are tracked and how they are tracked, or calls are monitored by leadership for internal escalations and such and are tracked by leadership): |  |