



Technology Services RFP

Call Queue Management

Each column represents a queue in the call center. Agents can be assigned to one or more queue and given a "priority status" for each queue they are assigned. A priority status of "10" means that they will be the first one in the queue to get the call. The call center supervisor can add agents to queues, as well as remove them and change their priority levels.

	CS <i>Medicaid/HMP/BG/GF Customer Services Line</i>	MIHealth <i>MI Health Link Member Services Line</i>	SUD <i>Medicaid/HMP/BG SUD Auth Line</i>	UM <i>Medicaid/HMP/BG Acute Services Auth Line</i>	MI Crisis <i>MI Health Link Member Crisis Auth Line</i>	MI Urgent <i>MI Health Link Provider Urgent Auths Line</i>	MI All Other <i>MI Health Link Provider Standard Auth Line</i>	Detox
Agent 1	8	8	10	0	8	7	8	10
Agent 2	8	8	8	0	8	7	8	10
Agent 3	8	8	9	0	8	7	8	10
Agent 4	9	8	10	7	8	9	8	10
Agent 5	9	8	8	0	8	8	8	10
Agent 6	9	9	8	0	9	8	9	10
Agent 7	9	8	7	0	8	8	8	10
Agent 8	9	8	6	9	8	10	9	10
Agent 9	9	8	5	8	8	10	7	10
Agent 10	9	8	4	10	8	10	9	9
Agent 11	7	9	3	0	10	7	10	8
Agent 12	10	10	2	0	7	7	10	0
Agent 13	10	10	0	0	0	0	0	0

Denotes Voicemail