



# Viewing Call Center Service Tickets

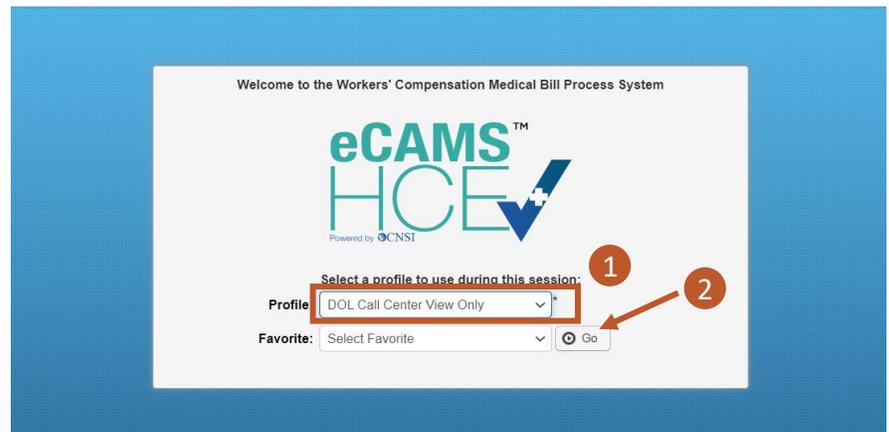
## Quick Reference Guide

When Providers, Claimants, Billing Agents, or other personnel contact the Call Center with queries, a Service Ticket is created in the Salesforce system. The Call Center Agent will document the details of the interaction within the Service Ticket. Through a brand-new integration between Salesforce and WCMBP, WCMBP users will now have *view only* access to Call Center Service Tickets to gain deeper insight into customer needs to improve customer service.

## Viewing Call Center Service Tickets

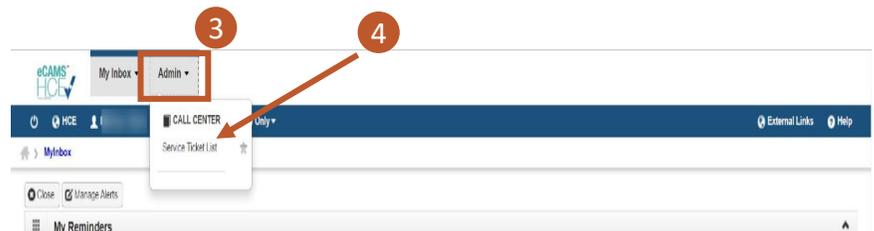
The Service Ticket List can only be accessed using the **DOL Call Center View Only** Profile.

1. Login in to the **WCMBP System** and select **DOL Call Center View Only** Profile from the Profile drop-down menu.
2. Select **Go**.



3. Select **Admin tab** on the top of the page.

4. Select **Service Ticket List** from the drop-down menu.



5. The **Service Ticket List** page displays all the service tickets received for your program from 2015 to present.

The search results shows columns for **Service Ticket Number, Program, OWCP Provider ID, Claimant ID, Caller Phone Number, Status, Service Request Area, Service Request Sub Area, Date Opened and Date Closed**.

**Note:** Service tickets are updated in WCMBP at the end of each day. New service tickets and updates to existing service tickets will not be available for viewing until the next day.

Service Ticket Number	Program	OWCP Provider ID	Claimant ID	Caller Phone Number	Status	Service Request Area	Service Request Sub Area	Date Opened	Date Closed
1421219	DFEC				Escalated	CNSI_Finance	Banking Validation	01/04/2022	
1421225	DFEC				Closed	Billing	Bill Status	01/05/2022	01/05/2022
1421223	DFEC				Closed	Miscellaneous	Ghost Call	01/05/2022	01/05/2022
1421222	DFEC				Closed	Miscellaneous	Wrong Number	01/05/2022	01/05/2022
1421221	DFEC				Closed	Enrollment	General Inquiry	01/05/2022	01/05/2022
1421220	DFEC				Closed	Authorization	Authorization Status	01/05/2022	01/05/2022
1421228	DFEC				Closed	Enrollment	Re-Enrollment	01/05/2022	01/05/2022
1421227	DFEC				Closed	Billing	Bill Status	01/05/2022	01/05/2022
1421226	DFEC				Closed	Enrollment	Enrollment Status	01/05/2022	01/05/2022
787655654	DEEOIC				Initiated	Provider	Enroll	01/01/2022	01/01/2022



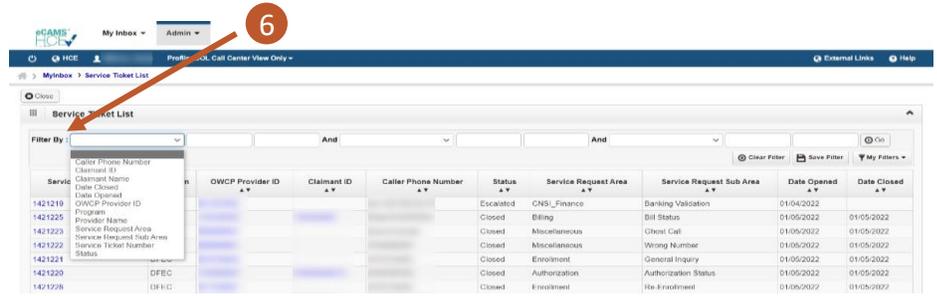
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6. Use the **Filter By** option to filter data using any of the criteria in the drop-down menu.

**Note:** Searches can be filtered by Claimant Name and Provider Name even though the respective columns are not visible in search results prior to conducting a search.



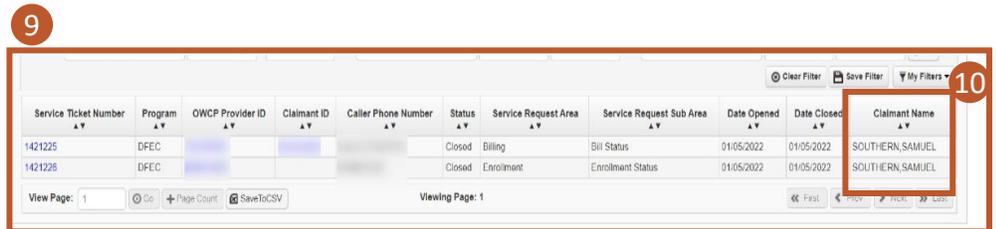
7. Multiple filters can be used by utilizing the search fields listed after **And** to provide more targeted results.

8. Select **Go**.



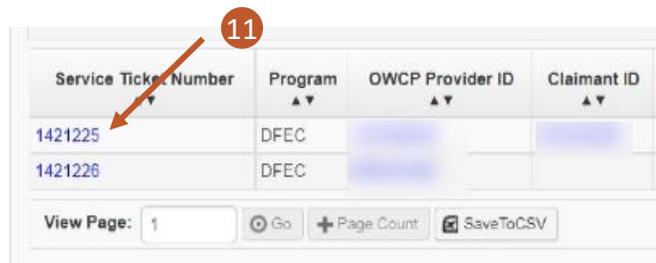
9. The associated search results will display.

10. A new column for Claimant Name or Provider Name will appear in the search results if Claimant or Provider Name is used as a search filter.

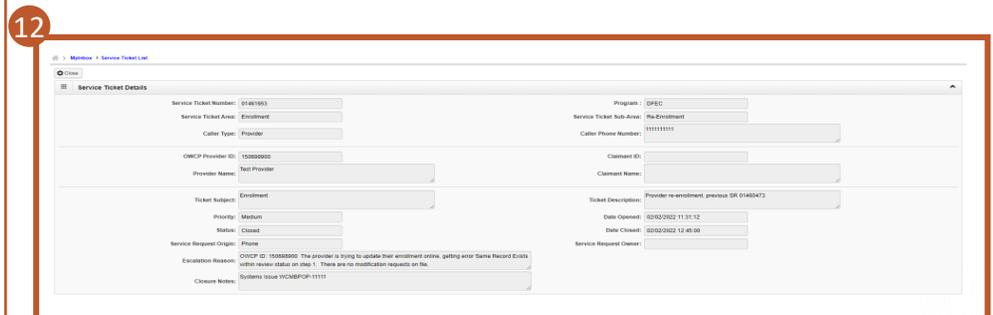


11. Select the **Service Ticket Number** hyperlink

**Note:** The OWCP Provider ID and Claimant ID columns also contain hyperlinks to view details about each.



12. The **Service Ticket Details** page displays.





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13. The Service Ticket Details page provides the following information:

- **Service Ticket Number**
- **Program**
- **Service Ticket Area**
- **Sub-Area**
- **Caller Type**
- **Caller Phone Number**
- **OWCP Provider ID / Claimant ID**
- **Provider / Claimant Name**

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Service Ticket Number: 01481653	Program: DFEC
Service Ticket Area: Enrollment	Service Ticket Sub-Area: Re-Enrollment
Caller Type: Provider	Caller Phone Number: 1111111111
OWCP Provider ID: 150698900	Claimant ID:
Provider Name: Test Provider	Claimant Name:

14. The bottom of the screen shows the following information about the ticket:

- **Ticket Subject**- short description of ticket
- **Ticket Description**- detailed description of ticket
- **Priority**- the priority of the ticket can be set to urgent, medium, high or low. If a ticket is marked urgent, the **Escalation Reason** will be mentioned
- **Status**- indicates whether the ticket is open or closed
- **Date Opened**- date the call was received
- **Date Closed**- date when ticket was closed
- **Service Request Origin**- source of request
- **Service Request Owner**- Call Center agent who received the request.
- **Closure Notes**- detailed notes of the interaction

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Ticket Subject: Enrollment	Ticket Description: Provider re-enrollment, previous SR 01460473
Priority: Medium	Date Opened: 02/02/2022 11:31:12
Status: Closed	Date Closed: 02/02/2022 12:45:00
Service Request Origin: Phone	Service Request Owner:
Escalation Reason: OWCP ID: 150698900 The provider is trying to update their enrollment online, getting error Same Record Exists within review status on step 1. There are no modification requests on file.	
Closure Notes: Systems Issue WCBMPOP-11111	

**Note:** The Service Tickets List page is view only. WCBMP users will not be able to make any changes to these fields.



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15. Select **Close** to return to the **Service Ticket List** screen.

The screenshot shows the 'Service Ticket Details' page. At the top left, there is a 'Close' button with a red circle and arrow labeled '15' pointing to it. The page contains the following fields:

Service Ticket Number: 01481053	Program: OFEC
Service Ticket Area: Enrollment	Service Ticket Sub-Area: Re-Enrollment
Caller Type: Provider	Caller Phone Number: 1111111111
OWCP Provider ID: 15088900	Claimant ID:
Provider Name: Test Provider	Claimant Name:
Ticket Subject: Enrollment	Ticket Description: Provider re-enrollment, previous SR 01480473
Priority: Medium	Date Opened: 02/02/2022 11:31:12
Status: Closed	Date Closed: 02/02/2022 12:46:00
Service Request Origin: Phone	Service Request Owner:
Escalation Reason: OWCP ID: 15088900. The provider is trying to update their enrollment online, getting error: Same Record Exists within review status on step 1. There are no modification requests on file.	
Closure Notes: Systems issue WCMERPCP-11111	