

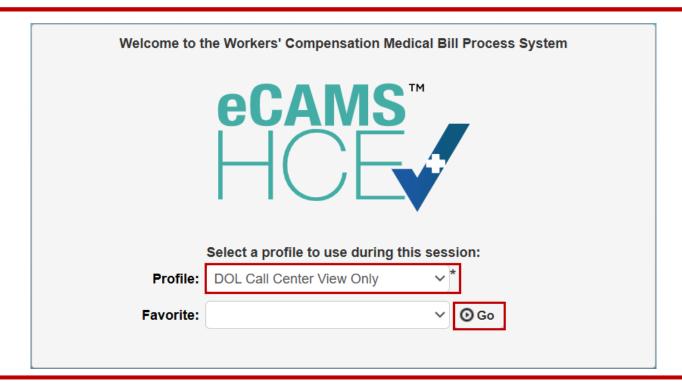
When providers, claimants, billing agents, or other personnel contact the Call Center with inquiries, a service ticket is generated.

Service tickets dated between *April 27, 2020*, and *April 25, 2025*, were created in the Salesforce platform, and are recorded numerically. *Beginning April 28, 2025*, all new tickets are created in **Atrezzo**, the Call Center's updated communication system, and are recorded alphanumerically.

Call Center agents record the details of each interaction within the service ticket. Through an integration between Salesforce, Atrezzo, and the Workers' Compensation Medical Bill Processing (WCMBP) System, both Department of Labor (DOL) and Acentra Health users have view-only access to these tickets, enabling them to better understand customer needs and improve service quality.

DOL Staff can only access the Service Ticket List using the **DOL Call Center View Only** profile.

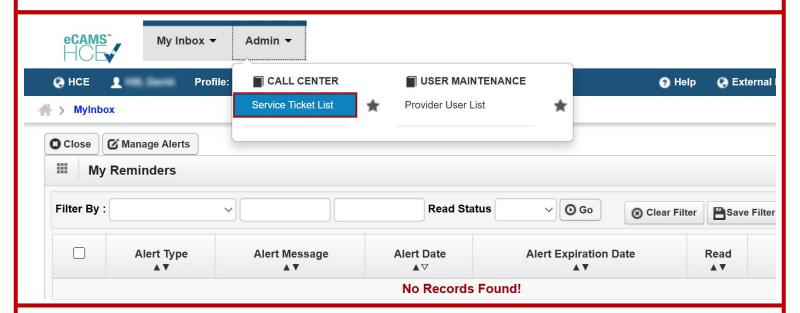
1. Log in to the WCMBP System and select **DOL Call Center View Only** from the **Profile** drop-down list and select **Go**.



07/30/2025

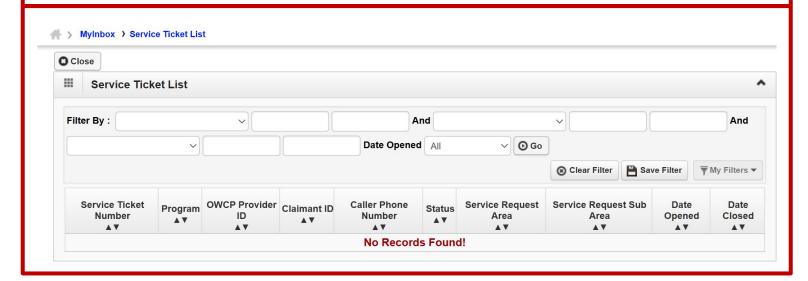


From the My Inbox page, select the Admin tab, then select Service Ticket List.



The **Service Ticket List** page displays all the service tickets received from *April 27th, 2020,* to the *present*. Service tickets are updated in the WCMBP System at the end of each day. New service tickets and updates to existing service tickets are not available for viewing until the next day.

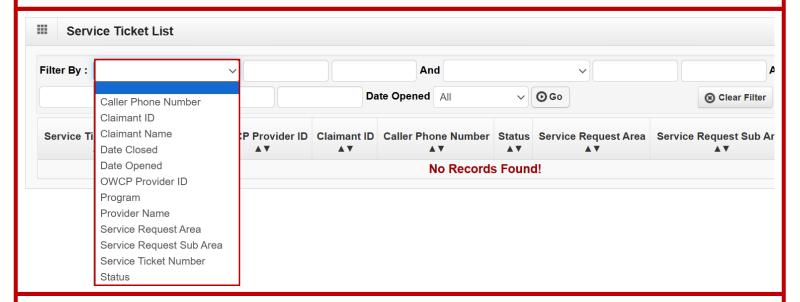
The search results show columns for **Service Ticket Number**, **Program**, **OWCP Provider ID**, **Claimant ID**, **Caller Phone Number**, **Status**, **Service Request Area**, **Service Request Sub Area**, **Date Opened**, and **Date Closed**.





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

Note: DOL Staff can filter searches by **Claimant Name** and **Provider Name** even though the respective columns are not visible in search results prior to conducting a search.



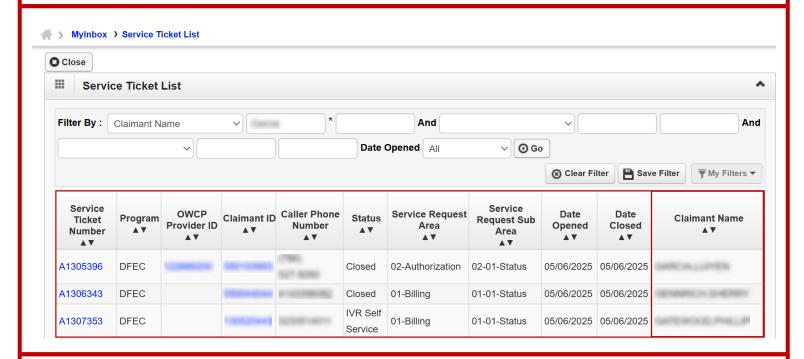
4. Multiple filters may be applied to generate more targeted results. To apply multiple filters, enter values in the search fields listed after the word "And," then select **Go**.

Note: For service ticket numbers created on or after *April 28, 2025*, prefix the service number with an "A" to indicate that it originates from the **Atrezzo** platform.



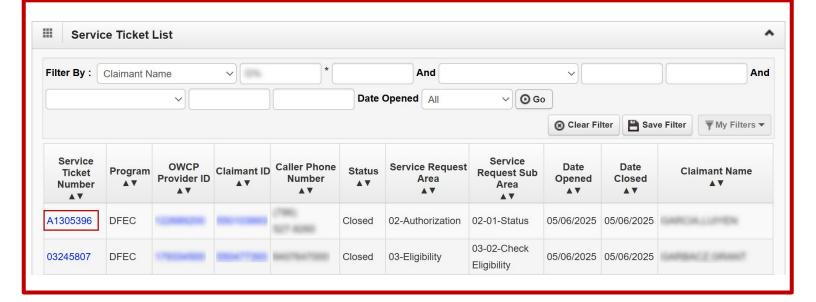


The associated search results will display. If **Claimant Name** or **Provider Name** is used as a search filter, a new column for **Claimant Name** or **Provider Name** will appear in the search results.



5. Select the Service Ticket Number link.

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





The top half of the Service Ticket Details page displays the following information:

- **Service Ticket** Number
- **Caller Type**

Program

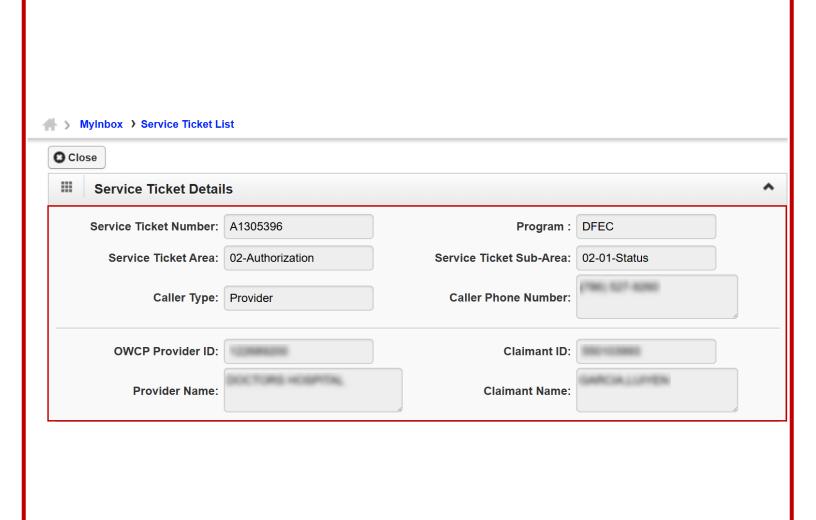
Caller Phone Number

- **OWCP Provider ID**
- **Service Ticket Area**
- Claimant ID
- Service Ticket Sub-
- **Provider Name**

Area

Claimant Name

Note: The Service Ticket List page is read-only and WCMBP users will not be able to make changes to any fields.



07/30/2025



The bottom of the screen displays 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 the ticket was closed
- Closure Notes: detailed notes of the interaction

