

# Service Center Operations update

- **Current Staffing Numbers:**
  - 70 Colorado Springs CSRs
  - 20 in Sacramento CSRs
  - 23 C4 in Springs – 5 Management/Leads and 18 Representatives
  - 24 Member Services CSRs
- The migration to Faneuil service center operations just finished it's fourth week. We've had a number of challenges with the CRM and those have been addressed.
- There are a number of items that need to be completed as we went live with a minimal viable product and those are now being worked and scheduled to be rolled out over the next couple of months.

# Service Center Operations update

- The C4 MSU team has all transitioned to work from home, which began March 16<sup>th</sup>, due to the COVID19 response. There were shortages of equipment that delayed having 100% coverage for the MSU folks to support them working both on the CRM and the phones securely. As we ordered and it depleted the necessary equipment to support secure VPN, it took us some time to get 100% coverage for those folks. All MSU agents that can be on the phones are up and running. 19 are taking calls.
- Faneuil's policy regarding work from home wasn't initiated until there was a larger mandate by the state. They started two weeks ago and have been challenged by the same issues as C4 experienced to get their staff connected and operational. Their staff effected at 70 in the Springs and 20 in Sacramento.
- Training for 5 MSU team members who were hired to only address MVR's are being trained up to be fully qualified customer service reps to work the customer phones and the CRM system which will be completed on April 13<sup>th</sup>.

# COVID 19 Special Enrollment Period 3/20-4/6

## Call Volume

Total Calls Handled – 12,002

Average Speed of Answer – Faneuil: 19:36 MSU: 12:39

Abandonment Rate: 39%

The Service Center and MSU were open two weekends from 9:00 – 5:00:

March 21, 22 and 28

682 calls answered