111.02060 - Front of House (FoH)

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111.02060 Front of House (FoH) - Overview

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This topic provides information on the Front of House (FoH) functionality contained in Customer First.

FoH is a customer queue management tool that has replaced the Centrelink Demand Management Contact System (DMCS) and Medicare Queue Management System (Q-Flow) software that was previously used in service centres. Customer First will eventually be used across all of the Department of Human Services and will help to provide a consistent approach to work management and front of house processes.

The FoH tool can be used via iPad or Desktop. The iPad allows Customer Liaison Officers (CLOs) to move around the reception area and attend to customers.

Functions

The Front of House tool currently includes the ability to:

- search for customer by Customer Reference Number (CRN) or name
- create a customer contact and finalise at first point of contact (Resolved Enquiry)
- create a customer contact and book a customer into a Virtual Wait Room (VWR)
- edit status of the customer contact
- complete the customer enquiry by switching to the Workspace function of Customer First
- finalise the customer contact
- personalise the Customer First tool
- access operational (real time) and management (historical) information for reporting purposes.

  Extra contains links to attachments that detail management information and operational information for the Front of House (FoH) function within Customer First.

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111.02061 Front of House (FoH) - Extra
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This page contains links to attachments that detail management information and operational information for the Front of House (FoH) function within Customer First.

📄 FoH Management Information

📄 CF FoH: Operational Information Reports

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