111.02150 - Work allocation within Customer First

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111.02150 Work allocation within Customer First - Overview

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This topic provides information on the work allocation functionality within Customer First.

The work allocation functionality allocates a task referred to as a Service Request to a Customer Service Officer (CSO) based on the:

- CSO's capability - identified through skill tags that are recorded in ESSentials and approved by a team leader
- CSO's availability - as indicated when they log in to Customer First and hit the Ready button
- Priority status of service request - service requests with the highest priority will be allocated first.

Skill tags

Each type of service request in Customer First has a skills tag assigned to it. CSOs can only receive service requests where the skills and skill competency they have recorded in ESSentials match the skills and competency required to undertake the service request.

Depending on the experience and skills of the CSO and the requirement of Business area, skill tags will have one of the following competency levels recorded:

- Entry
- Established
- Experienced

Service request

A service request is the terminology used in Customer First to refer to transactions or work practices. Examples of service requests are:

- Claim for Carer Payment

- Claim for Carer Payment
- Age Pension online claim.

    - **Priority of Service Request** Read more...

        Each Service Request is assigned a priority based on
        many factors including: Service Level Agreements, Key
        Performances Indicators (KPIs), Business requirements
        and criticality. The priority of the Service Request will
        change over time, in accordance with rules set by the
        business area.

    - **Reports** Read more...

        Customer First has reporting screens that provide
        operational (real time) and management (historical)
        reports. These reports are accessible for staff with a
        Work Force Manager delegation.

        The reports contain information on the number of service
        requests, types of service requests, their status per
        individual and per site.

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