111.02570 - Completing a Resolved Enquiry on Front of House (FoH)

| OVERVIEW | WORKFLOW | DETAIL | POLICY | LEGISLATION | EXTRA |

🖨 Print this page

111.02570 Completing a Resolved Enquiry on Front of House (FoH) - Overview

✉ Feedback

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This procedure explains how to complete a resolved enquiry using the Front of House (FoH) function within Customer First.

The effective management of customer enquiries may result in conclusion of the customer's enquiry at first point of contact. The Customer Liaison Officer (CLO) will record these contacts and their resolution using the FoH tool.

Extra contains a link to information on Medicare cards.

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Procedure last issued 2013/08/05, see Procedural Updates and Current Daily Updates for details of major e-Reference updates.

111.02570 - Completing a Resolved Enquiry on Front of House (FoH)

| OVERVIEW | WORKFLOW | DETAIL | POLICY | LEGISLATION | EXTRA |

🖶 Print this page

111.02571 Completing a Resolved Enquiry on Front of House (FoH) - Workflow

✉ Feedback

Create a new contact.

- For iPad users see Detail step 3.
- For Desktop computer users, see Detail Step 2.

Is the customer's Customer Reference Number (CRN) or Medicare ID known?	**Yes** ⊝	Enter the number in the **Centrelink/Medicare ID** field. For Medicare ID also enter the IRN in the box that appears after entering the Medicare ID.
No ⊕		⊕
Enter the customer's name and Date of Birth (DOB) in the format DDMMYY or DDMMYYYY to identify the customer. ⊕		If using an iPad establish Proof of Record Ownership (PORO) based on information displayed. ⊕

Record the **Queue type** and **Service Category**, then tap the **Resolved Inquiry** button. *More information*

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▲
top

111.02570 - Completing a Resolved Enquiry on Front of House (FoH)

| OVERVIEW | WORKFLOW | DETAIL | POLICY | LEGISLATION | EXTRA |

🖶 Print this page
✉ Feedback

111.02572 Completing a Resolved Enquiry on Front of House (FoH) - Detail

Step	Action
1	Is the enquiry to be completed on an iPad? • If **yes**, go to Step 3. • If **no**, go to Step 2.

2	**Completing a resolved enquiry on a desktop computer**
	
	• *Log into Customer First.*
	• Select the **Waitroom** button in the screen header.
	• Open the **Create Contact** twisty.
	• Select **Create Contact**.
	• Enter the customer's:
	
	  ▪ Customer Reference Number (CRN) or Medicare ID in the **Centrelink/Medicare ID:** field, or
	  ▪ name in the **Customer Name:** field.
	
	• Select the relevant **Queue** and **Service Category** from the dropdown lists.

3	**iPad: Completing a resolved enquiry** • Tap on the **New Contact** icon located on the top right of the screen. • This brings up the **Walkin** screen, which allows the creation of a new contact by CRN, Medicare ID or customer name **Is the customer's reference number available?** • If **yes**, and: ▪ the customer has a **Customer Reference Number (CRN)**, go to Step 4.

	• the customer has a **Customer Reference Number (CRN)**, go to Step 4.
	• the customer has a **Medicare ID**, go to Step 5.
	
	• If **no**;
	
	  • Enter the customer's name.
	  Note: a standard keyboard with all letters visible can be displayed by tapping the **abc** button.
	  • Go to Step 6.

4	**iPad: Customer Reference Number (CRN) available** • Enter the CRN. • When nine valid numbers of a CRN are entered, the appropriate letter for that CRN is highlighted on the keyboard. Tap this letter to confirm the CRN. • The **Customer Details** screen will display. **iPad: Proof of Record Ownership (PORO) for Centrelink customers** The **Customer Details** screen enables staff to establish PORO. Touch an icon to navigate to the selected icons and related details for: • Restricted Servicing Arrangements (**RSA**) • Customer Incidents (**CINS**) • Participation (**PST**) • Vulnerability (**VULN**) • Display on Access Docs (**DOA**) **Note:** If no data exists for an icon, the icon will be greyed out. Tap the **Walkin** tab located on the top-left corner of the **Customer Details** screen to return to the **Walkin** screen. Go to Step 6.
5	**iPad: Medicare ID available** • Enter the customer's Medicare ID. • When a valid Medicare ID is entered, a box appears to the right of the field for the Individual Reference Number (IRN) to be entered. **iPad: Proof of Record Ownership (PORO) for Medicare customers** Once the Medicare ID has been input, basic details for the customer will be displayed to enable staff to confirm PORO.

		Go to Step 6.
6		**iPad: First Contact Resolution** • Tap the desired **Queue** and **Service Category**. **Note:** If the customer has provided their CRN or Medicare ID, tap their name again to access the **Customer Details** screen. • If required, tap the **Notes** button to provide further information for the **Notes** field. • Tap the **Resolved Enquiry** button and then tap the **Enquiry Resolved** button in the top right corner of the screen.

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top

111.02570 - Completing a Resolved Enquiry on Front of House (FoH)

| OVERVIEW | WORKFLOW | DETAIL | POLICY | LEGISLATION | EXTRA |

🖳 Print this page

111.02573 Completing a Resolved Enquiry on Front of   ✉ Feedback
House (FoH) - Extra

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This page contains a link to Medicare eReference on CentreNet for information on Medicare cards. This link is not available to the public.

📄 Medicare eReference, About Medicare cards

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top