Contact Center Handling of CCA Calls

Training

All Contact Center Reps (CSRs) receive training on how to handle calls regarding CCA and MEA. Initially this training is part of their 9 week new employee training. CCA information is given at a high level and the reps are referred to Gen Ref and Call Scripting, as they are on many topics. Reminders to send specific CCA requests to the dedicated CCA CSR team is sent periodically via an electronic alerter that goes to all CSRs. Currently this goes out monthly to all CSRs.

In May 2011, PG&E set up a dedicated team of 18 Contact Center Reps who received specialized training on how to handle CCA issues.   These reps are currently handling all calls from Marin WHEN THE CUSTOMER HAS QUESTIONS SPECIFICALLY ABOUT MEA OR THEIR CCA STATUS. This is accomplished via a warm handoff.   The initial rep stays on the line until the dedicated CSR picks up the call (see routing, below).

Call Routing

When a customer calls in to the contact center via the general 800 number, they are added to the queue and helped in the order in which they have called in. Once the call is taken, and after authentication of the customer, if the customer's inquiry is regarding specific items related to CCA, the CSR then does a warm handoff to the dedicated CCA team. The warm handoff is used so that the customer doesn't have to start over with their explanation. Not every CCA customer will be transferred to the dedicated CCA team. Simple transactions like account balance, help with energy efficiency ideas, and other general information requests may be handled by the general CSR. Account starts and specific CCA related questions are to be transferred to the dedicated team.

When the CSR identifies the customer as a CCA premise, they always have the option of transferring to the dedicated CCA team member.

Gen Ref Updates

The online general reference tool (Gen Ref) provides CSRs (both general and CCA dedicated) specific instructions to follow when CCA issues are raised by the customer. Additionally, Gen Ref is continually updated on current issues that may change the messaging, such as the recent billing delay in November.   In November, some calls came in prior to the Gen Ref messaging being revised on the issue.