

Department of Veterans Affairs
Veterans Benefits Administration
Washington, DC 20420

OFO Letter 201-00-2

February 18, 2000

Director (00)
All VA Regional Offices and Centers

SUBJ: Case Specific Call Routing

1. As you are aware, VBA now has 52 stations connected to the National Automated Response System (NARS). Case Specific Call Routing is an enhancement to NARS which will allow callers to access a specific case team or person at your office regardless of the regional office jurisdiction in which the calls originate.
2. Callers will dial 1-800-827-1000 from anywhere in the United States and will have the option to enter a 5-digit case specific code assigned to them by your office. This code will transfer them directly to the designated team, queue or phone number in your office. The 5-digit code may represent a single phone or group of phones, and it must be accessible through an Automatic Call Distributor (ACD) queue.
3. On the enclosed NARS Case Call Routing Code Form, you must identify the following: a list of 5-digit codes for each business line, the delivery points to which calls will be routed, and a brief description of their call flow. Please also provide a point of contact in your office on this matter. An instruction sheet and a sample sheet are provided to assist you in completing this form. You will likely need multiple pages of this form; you may duplicate the form for your use.
4. This NARS enhancement is an important step in improving VBA's customer service and is particularly critical for the implementation of case management at your regional office. It also provides a method of identifying the volume of calls for each business line. For example, the Vocational Rehabilitation and Employment Division or the Loan Guaranty Division may wish to have clients routed to a specific telephone number in their office, while case processing teams in the service center may want their case specific calls routed directly to a team queue.
5. As part of this project, technical instructions will be issued specifying how your local ACD should be configured to implement this capability. In the event your current equipment cannot support this enhancement, please advise us in your submission. Discussions concerning upgrades will take place in the near future. However, you are still required to complete this form and identify all possible 5-digit code outcomes, based on your planned BPR organizational structure and processes in all business lines. This is also true for stations that have furnished this information in the past, since the current numbering format has changed.

6. OFO and the Telecommunications staff will develop procedures for updating and maintaining this list of telephone numbers after the compilation is complete.

7. Please E-mail your completed Case Call Routing Code Form to the Office of Field Operations mailbox at VAVBAWAS/CO/OFO by **February 29, 2000**. If you have any questions concerning the information provided in this letter, you may contact Michele Kwok at (202) 273-7150, or Jon Skelly at (202) 273-7225 in the Office of Field Operations.

Michael Walcoff
Associate Deputy Under Secretary for Operations (West)

INSTRUCTIONS

GENERAL INFORMATION

1. A 5-digit case call routing code will be used in conjunction with NARS to route callers from 1-800-827-1000 to a team or a specific location in any regional office using NARS.
2. Claimants whose cases are identified for case management or callers who are given direct access will be furnished a 5-digit telephone code to access their case team or point of contact. This code will be included in correspondence with these claimants, along with instructions for its use. More than one 5-digit code may be assigned to a specific queue or a single telephone.
3. At this time, calls cannot be routed to locations outside the regional offices, i.e. out-based locations. We hope this capability will be added at a later date.
4. The code provides a means to route claimants to a particular case team or specific phone number. It is *not* a unique identification for a case or an individual. The 5-digit number used for call routing will be referred to as a *case call routing code*.
5. **PLEASE KEEP IN MIND:** *We are asking you to provide us with as many 5-digit codes as potentially possible to most effectively support your BPR environment. Please ensure they are potential delivery points for telephone calls.*

ASSIGNMENT OF 5-DIGIT CODE

1. The sequence of the *case call routing code* is:

T-RO-NN

T= the type of case or business line, i.e. Comp, Pen, Edu, VR&E, LGY.

RO= the two digit regional office number

NN= the case team or specific phone number where the call is to be routed

Step 1 (Digit 1):

Identify the type of call. The first of the five digits indicates the type of case.

Use the following categories:

First Digit	Type of Case
1	C&P-Compensation
2	C&P -Pension
3	Education
4	VR&E
5	Loan Guaranty

Step 2 (Digits 2 and 3):

Identify the RO number. The second and third digits are the two digit VARO number.

Example: Boston's 2nd and 3rd digit would be "01" since their station number is 301, whereas Togus's 2nd and 3rd digit would be "02" since their station number is 402.

Step 3 (Digits 4 and 5):

The last two digits of the 5-digit code identifies the team or phone line within that business line in your office. Therefore, each type of case call can be routed to up to 100 different destinations (00 through 99).

Example: St. Louis (station number 331) may route callers to a compensation claims processing team using code 13101, and use 33101 for an education team.

SAMPLE

NARS Case Call Routing Code Identification

Regional Office Name & Number:	San Diego (377)
---	-----------------

Point of Contact Name:	Pat Smith
Point of Contact Phone Number:	(619) 123-0000

*NARS 5-digit case specific call routing code & business line	Location or Team name where calls will be routed	**Designated Queue or Phone number where calls will be routed	Brief Description of Call Destination and Call Flow
17701 & 27701 Compensation and Pension	Team 1	Queue 5	Calls will go to Team 1 queue. If busy or not answered, calls will overflow to Case Team 2 queue. If second queue is busy, calls will overflow to General queue.
17702 & 27702 Compensation and Pension	Team 2	Queue 6	Calls will go to Team 2 queue. If busy or not answered, calls will overflow to Case Team 1 queue. If second queue is busy, calls will overflow to General queue.
37701 Education	Team E	Queue 10	Calls will go to Team E queue. If busy or not answered, calls will overflow to Team F.
47701 VR&E	VR&E counselor	Telephone Number (619) 123-4567	Calls will go to a telephone number in the VR&E Division. If busy or not answered, calls will be forwarded to the VR&E Program Assistant.

* Each delivery point can have more than one 5-digit code.

** Each vendor/matrix of your local equipment may have a unique method of identifying a queue. Please use the terminology of your vendor/matrix. If a queue does not exist for a delivery point you have identified, you may provide only the phone number of this designation.

