

HHSa QMATIC Business Process Guide

Table of Contents

• Purpose
• Background
• Procedures

Purpose

To improve service delivery to customers, the Health and Human Services Agency has installed QMATIC. The QMATIC system works by having customers seeking services take a ticket based on the type of service they are requesting, the customer then takes a seat in the lobby until they are called to a workstation to be served by a HHSa representative. Utilizing QMATIC ensures faster and appropriate client directed service.

To ensure consistency in business processes, Eligibility Operations is providing the following QMATIC Business Process Guide to be used by all Family Resource Center staff.

Background

QMATIC offers “Recall” and “Recycle” features to handle situations when a customer does not respond to the initial call for service.

- The Recall feature in QMATIC allows staff to call the customer a second time and as needed. This option only operates for the current transaction, and for a ticket that has not yet been closed.
- The Recycle feature in QMATIC allows staff to place a ticket back in its original queue. Default settings place the ticket in front of the line at the front of the queue and the ticket should be removed from the queue after it has been recycled one time.

Procedures for Non-scheduled Appointments

Whenever a customer does not respond to the initial call for service, staff will:

1. “Recall” the ticket after waiting 30 seconds from initial call;
 2. Make a status entry in the ticket’s “Notes” section in QMATIC.
 3. “Recycle” the ticket one time if the customer does not respond to the initial call and the recall for service;
 4. Mark the ticket as “No-Show” at the expiration of the process.
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Next

Walk direct

End

Close

Inactive

Transaction time

Waiting time

Transfer

No show

Recall

Recycle

Procedures for Scheduled Appointments

Whenever a customer does not respond to the initial call for scheduled appointments, staff will:

1. "Recall" the ticket after waiting 30 seconds from initial call;
2. Make a status entry in the ticket's "Notes" section in QMATIC
3. "Recycle" the customer if the customer does not respond to the initial call and the recall for service;
4. Transfer the ticket to the "99 Closed Back Up" queue for a period of 15 minutes if the customer does not responds to the recycle call for service;
5. Review and track the ticket in the "99 Closed Back Up" queue after it is transferred. Mark the ticket as "No-Show" at the expiration of the 15 minute hold from the "99 Closed Back Up" queue.

At end of day, the 99 Closed Back-up will need to be cleared.