



Commonwealth of Massachusetts
Executive Office of Health and Human Services
Department of Transitional Assistance


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Online Guide Transmittal 2023-52
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To: Department of Transitional Assistance Staff
From:  Sarah Stuart, Associate Commissioner for Change Management
Re: Cross Programs: Transition to Five9 Phone System

Overview

As part of our ongoing commitment to modernizing our technology infrastructure and improving operational efficiency, the Department has upgraded its call center system. The Department has transitioned from the Cisco Finesse call center system to a more advanced and robust platform, Five9. The new platform is cloud-based and does not require a phone to use. This upgrade is designed to enhance our ability to handle large call volumes, limit downtime and dropped calls, and elevate the overall customer experience. Staff began to use the Five9 system on Thursday June 22nd.

Purpose

The purpose of this Online Guide Transmittal is to advise staff of:

- the implementation of a new call center platform,
- training and support resources available, and
- enhancements to the caller and staff experience.

**Five9
Implementation**

The Five9 system serves callers of the DTA Assistance Line and Senior Assistance Office Line. The prompts and options for the Interactive Voice Response (IVR) options remain unchanged. Callers may notice that the recorded voices are different, however the messages and prompts are the same. The conversion to Five9 took effect at approximately 6pm on Wednesday June 21st.

Beginning Thursday June 22nd, staff assigned to the phone queue will begin to log in to the Five9 system. Staff are reminded of the importance of using a hard-wired headset for optimal call quality.

The Five9 system improves both the quality of calls, as well as reducing instances of dropped calls. Staff making calls to clients while in the processing queue and those staff not assigned to a queue will continue to make calls through their Department-issued phones.

**Caller
Experience and
External
Communications**

Clients should experience a seamless transition. The options presented in the IVR menu will remain unchanged except for the voice of the recording.

A message about the transition to Five9 will be displayed on the Department website, as well as DTA Connect. An email will be sent to external partners informing them of the change as well.

**Training, Staff, &
Technical
Support**

A series of job aids and informational videos have been made available to support staff. The videos are categorized by topic area and can be accessed through [MassAchieve](#). The [job aids](#) are also posted on MassAchieve and are available to staff to reference or print.

Initial rollout

During the initial month of implementation staff will escalate any issues to their supervisor per established procedures. If the issue cannot be resolved they will work with the assigned Five9 Liaison; if an issue cannot be resolved by the Five9 Liaison or locally, it must be escalated to the Training & Development Unit at DTA.TrainingTechnicalSupport@mass.gov. If a ticket is required the Training and Development Unit will work with the TAO Systems Information Specialist (SIS) or managers to have a ticket submitted. Daily check-ins will be held with management teams and both internal and external communications plans are in place if clarifications, workarounds or other messaging is needed.

Ongoing

Ongoing questions or support related to the phone queue and configurations are to be directed to the DTA Technical Support team by the TAO management team or SIS.

**Revised Online
Guide Pages**

Topic: Business Process (BP)
Book: BP- Overview
Page: Phone Queue

Topic: Business Process (BP)
Book: BP- Overview
Page: SNAP Only Queue Assignment

Topic: Business Process (BP)
Book: Procedures
Chapter: Phone Procedures
Page: Phone Guidelines

Topic: Business Process (BP)
Book: Procedures
Chapter: Phone Procedures
Page: Receiving Calls in the Phone Queue

Topic: Business Process (BP)
Book: Procedures
Chapter: Phone Procedures
Page: Transferring Calls in the Phone Queue

Topic: Business Process (BP)
Book: Procedures
Chapter: Phone Procedures
Page: Escalating Client Calls

Topic: Business Process (BP)
Book: Procedures
Chapter: Phone Procedures
Page: Answering and Ending Phone Calls

Topic: Cross Programs
Book: Telephonic Signature
Page: Telephonic Signature

Topic: Cross Programs
Book: Telephonic Signature
Page: Telephonic Signature Q and A

Topic: Self Service Options
Page: DTA Assistance Line

**Obsolete Online
Guide Pages**

Topic: Business Process (BP)
Book: Procedures
Chapter: Central Office Procedures
Page: Shifting Staff Resources to the Phone
Queue

Questions

If you have any policy or procedural questions, after conferring with the appropriate TAO personnel, please have your Systems Information Specialists or TAO management email them to [DTA.Procedural Issues](#).

Systems issues should be directed to the Systems Support Help Desk.
