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

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Online Guide Transmittal 2021-95
December 9, 2021

To:	**Department of Transitional Assistance Staff**
From:	**Sarah Stuart, Associate Commissioner for Change Management**
Re:	**SNAP: Updates to Prefixes in the Phone Queue**

Overview

Changes have been made to the Cisco Finesse phone queue system that changed the 3-digit prefix that precedes an authenticated caller's displayed APID. Additionally, the Variable 10 line in Cisco will display the APID in a format that will be easier to copy and paste into BEACON for quick case lookup.

Purpose

The purpose of this Transmittal is to update guidance on how to use information displayed on the Cisco Finesse phone queue application.

IVR Prefix Updates

When clients call the DTA Assistance Line phone queue and authenticate, Cisco Finesse displays the client's APID along with a three-digit prefix to give staff an indication of what the client's case status is. The table below summarizes the prefix updates.

Previous Prefix	New Prefix	Prefix Indication
333	**220**	Authenticated callers without priority
444	**330**	Interview is required, there are outstanding verifications, or the case has been closed or denied within 30 days
555	**440**	Successful outbound auto dialer calls for SNAP telephone appointments

Variable 10

Staff can also copy and paste the APID from Variable 10 line in Cisco into BEACON to streamline the process of looking up clients and reviewing their case.

Revised Online Guide Pages

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

Topic:	Business Process (BP)
Book:	Procedures
Chapter:	Processing Procedures
Page:	Scheduled SNAP Telephone Appointments

Topic:	SNAP
Book:	Senior Assistance Office – SAO
Page:	Senior Assistance Office

Topic:	Self-Service Options
Book:	DTA Assistance Line

Removed Online Guide Pages	**Topic:**	Self-Service Options
	Page:	Screen Pop
	Topic:	Business Process (BP)
	Book:	Procedures
	Chapter:	Phone Procedures
	Page:	Answering and Ending Phone Calls

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.