

Freedom of Information request 1818/2013

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Information request

"A paper claim form does not exist as Universal Credit (UC) claims will be on-line or through the telephony channel. We have contingency arrangements in place if the UC Core system is not available but this does not amount to a paper version of the on-line claim."

Please provide all information held by the Department that has been given to staff involved in the processing of Universal Credit (UC) through the telephony channel for Ashton-under-Lyne. This would include the full list of questions that staff operating the telephony channel must ask potential claimants."

DWP response

The questions an agent asks consists of a welcome and a series of questions designed to understand the claimant circumstances. Attached to this letter is a copy of this telephony script. Depending on the response the agent will then proceed to ask questions appropriate for those circumstances. These questions mirror those that are contained in the online claim.

Telephony Automation

Telephony automation is used to establish call reason and to route Claimant to an appropriately skilled Agent. Information captured during this stage is displayed to the Agent upon receipt of the inbound call.

Inbound Call

Salutation: *"Good morning/afternoon <Title><Surname>, <custom greeting>. My name is <agent name>"*

Confirm call reason (if telephony automation was successful in establishing call reason): *"I understand you are calling about ..."*

Establish call reason (if telephony automation was unsuccessful in establishing call reason): *"How can I help you today?"*

Call not relating to Universal Credit: agent signposts caller to correct benefit or service by directing them to www.gov.uk or provides detail of appropriate service

Reason Not Online: *"Is there any particular reason why you've called us today instead of using Universal Credit online?"*

Confirm English Language (only asked if uncertain): *"Are you able to continue in English?"*

Confirm preferred language (if answered "no" to previous question):

"What is your preferred language?", "Please allow me to put you on hold whilst I try to contact an interpreter."

Confirm who calling on behalf of: *"Can I please confirm if you are calling on behalf of yourself?"*

Confirm representative type (if answered "no" to previous question):

"Please can I confirm if you are a Recognised Representative authorised by the Department for Work and Pensions?"

Inform representative (if answered "yes" to previous question): *"All the questions and information that I discuss with you from this point forward will be about the customer and not yourself."*

NINO (if call reason is not a general Universal Credit enquiry): Agent will ask claimant for their National Insurance Number and undertake a series of Identity Verification questions

New Claim

Launches Agent Universal Credit Portal and Complete Claim. From this point the journey is identical to the online Claimant Universal Credit Portal and based upon the claimants circumstances and the responses to their questions.

Call Wrap Up

Anything else?: *"Is there anything else I can help you with today?"*

Thank You For Calling: *"Thank you for calling the Department for Work and Pensions. In the future, you can also access our services at www.gov.uk"*