



D365 Warmline Call Line Portal

Release – 2020.1

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Purpose

Provides ability to track calls to the various support lines through DMH.

Applicable to:

- DMH employees that receive calls from the various Warmlines, which initially include Emotional and Veteran Support Line.
- Volunteers that handle calls from the various Warmlines, which initially includes the Employee Well Being Line.

Features

Warmline Call Log: Provides a snapshot of documented calls

- Call Log number
- Call Type
- Agency Name
- Agency E-mail
- Reason for Call
- Call Log Status
- Call Start Date/time
- Interpreter Services
- Language
- What resource information could not be provided
- What resources were provided
- Transferred to
- Export to Excel
 - Provides the ability to export calls to excel document

Call for Type: Drop down option for Agent to choose type of caller

- Other: Option for Agent to manually type in call for type

Interpreter Services: Drop down option for Agent to choose language

- Yes option: "Other" option for Agent to manually type in



Reason for Call: Drop down option for Agent to choose

- Other: Option for Agent to manually type in reason for call

What service was provided: Drop down option for Agent to choose

- Other: Option for Agent to manually type in what service was provided

What resources were provided: Drop down option for Agent to choose

- Other: Option for Agent to manually type in resources were provided

Transferred To: Drop down option for Agent to choose

- Option for Agent to manually where call was transferred too

Were we able to provide the resources needed

- Yes or No option

Resources: Links of resources Agents can refer to, if needed

Call information: Call Start Date/Time

Save option: Available at anytime

Submit option: Available only after all required fields are completed

Create profile: Agents will have the ability to create profiles with their information