

Process Id# :: 1522
Process Name :: Answering a call
Date Last Updated :: 13/11/2019

Description ::

This is the process when answering an incoming call in the HRSS Contact Centre. This process is to ensure that we have the correct persons details to provide them with the relevant information that relates to them and their query.

Article 30 Process as carried out by the NSSO as a processor on the instruction of the PSB ::

As required under Article 30 (2) of the GDPR ::

Data Stage	Process - 0.0.0 Verified Caller		Owner	Storage Location	Personal / Sensitive Data	Data Items
Data Transfer	1	Officer inputs PPSN & DOB via keypad before call is connected to PCCM Advisor	Officer/LM/LHR	POP	Personal	PPSN, DOB
Data Transfer	2	POP opens caller's CMS profile and caller is connected to PCCM Advisor	POP	CMS	Personal	PPSN, DOB, Name
Data Capture	3	PCCM Advisor views callers profile on CMS	PCCM	CMS	Personal	PPSN, DOB, Name, Work location, Business Contact Details
Data Capture	4	PCCM Advisor confirms caller's name to complete verification process.	Officer/LM/LHR	CMS	Personal	PPSN, DOB, Name, Work location, Business Contact Details, manager's Name
Data Capture	5	If Caller is from LHR, PCCM Advisor checks LHR Matrix	PCCM	H:Drive	Personal	Name, Business Email, Work location
Data Transfer	6	Caller provides details of request/query	Officer/LM/LHR	Phone	Personal	Name/PPSN/Case ID
Data Capture / Data Transfer	7	If caller requires an update on existing case, PCCM Advisor locates case and provides details	PCCM	CMS	Personal	Name, PPSN, Case ID, Case Particulars

Data Usage	7a	If new query is in scope, PCCM Advisor creates case	PCCM	CMS	Personal	Name, PPSN, Case ID
Data Usage	7b	PCCM Advisor updates case notes with query details	PCCM	CMS	Personal	Name, PPSN, Case ID, Case Particulars
Data Capture / Data Usage	7b(i)	PCCM Advisor checks or updates HRMS if required	PCCM	HRMS	Personal	Name, PPSN, other data items dependant on query i.e. annual leave, increment date query etc.
Data Transfer	7b(ii)	PCCM Advisor emails forms or documentation to caller, if required	PCCM	CMS H:Drive	Personal	Name, PPSN, Required Information
Data Retention	7b(iii)	PCCM Advisor closes case	PCCM	CMS	Personal	Name/PPSN
Data Transfer	8	If query is out of scope, call transferred to Tier 2	PCCM	Phone	Personal	Name/PPSN/Case ID
Data Usage	8a	If query is out of scope, PSSC Advisor creates case with caller's query	PCCM	CMS	Personal	Name, PPSN, Case ID
Data Transfer	8b	PCCM Advisor assigns case to Tier 2 (HRSS Team)	PCCM	CMS	Personal	Name/PPSN/Case ID

Data Stage	Process - 0.0.0 Unverified Caller		Owner	Storage Location	Personal / Sensitive Data	Data Items
Data Usage	1	If no data provided by caller on POP, on connection, PCCM Advisor requests Name or PPSN from caller	PCCM	Phone	Personal	N/A
Data Transfer	2	Caller provides PCCM Advisor with Name or PPSN	Officer/LM/LHR	Phone	Personal	Name, PPSN
Data Capture	3	PCCM advisor locates caller's profile on CMS	PCCM	CMS	Personal	Name, PPSN
Data Transfer	4	PCCM Advisor confirms 2 additional pieces of personal information to complete verification process	Officer/LM/LHR	CMS	Personal	Name, PPSN, DOB, Business Email, Address, Work location

Data Capture	5	If caller is from LHR, LHR Matrix is checked	PCCM	H:Drive	Personal	Name, Work location, Business Email
Data Transfer	6	Caller provides details of request/query	Officer/LM/LHR	Phone	Personal	Name/PPSN/Case ID
Data Capture / Data Transfer	7	If caller requires an update on existing case, PCCM Advisor locates case and provides details	PCCM	CMS	Personal	Name, PPSN, Case ID, Case Particulars
Data Usage	7a	If new query is in scope, PCCM Advisor creates case	PCCM	CMS	Personal	Name, PPSN, Case ID
Data Usage	7b	PCCM Advisor updates case notes with query details	PCCM	CMS	Personal	Name, PPSN, Case ID, Case Particulars
Data Capture / Data Usage	7b(i)	PCCM Advisor checks or updates HRMS if required	PCCM	HRMS	Personal	Name, PPSN, other data items dependant on query i.e. annual leave, increment date query etc.
Data Transfer	7b(ii)	PCCM Advisor emails forms or documentation to caller, if required	PCCM	CMS H:Drive	Personal	Name, PPSN, Required Information
Data Retention	7b(iii)	PCCM Advisor closes case	PCCM	CMS	Personal	Name/PPSN
Data Transfer	8	If query is out of scope, call transferred to Tier 2	PCCM	Phone	Personal	Name/PPSN/Case ID
Data Usage	8a	If query is out of scope, PSSC Advisor creates case with caller's query	PCCM	CMS	Personal	Name, PPSN, Case ID
Data Transfer	8b(i)	PCCM Advisor assigns case to Tier 2 (HRSS Team)	PCCM	CMS	Personal	Name/PPSN/Case ID