Call Center Process

(Outreach Calls)

Made within 24hrs of arrival

Outreach Call to Visitor

Successful Contact → Yes → 2nd Outreach Call to Visitor

Successful Contact → Yes → 3rd Outreach Call to Visitor

Successful Contact → Yes → END

Successful Contact → No → Escalate to HI-EMA

Successful Contact → No → Update Record & Set for Additional Call

Successful Contact → No → Update Record & Set for Additional Call

Update Record & Set for Additional Call → 3rd Attempt?

3rd Attempt? → No → Outreach Call to Visitor

3rd Attempt? → Yes → Escalate to HI-EMA

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