

Case Management Matters!

The proper use of tiers, no, not tears...tiers

Welcome to the second edition of ***Case Management Matters!*** Today we'll be discussing the proper use of tiers. What is the difference between the different levels of tiers? We have four to choose from, so does it really matter which one you use? Well, yes, it does matter.

The usage of tiers is one of the ways we can look at how well we serve our customers, both externally and internally. GSUSA pulls reports for each council and one of the measurements that are looked at are the use of the different tiers and how long it takes cases in these tiers to be closed. You may think this is more important for Customer Care, and it is important to them, but this also reflects on everyone else who open and close cases, no matter which department you belong to. For more details [view the complete list](#).

What factors can help you determine which tier you should assign to a case, whether you are creating one or one is sent to you to handle?

Keep these questions in mind and they will help you decide.

Tier 1 = Knowledge based. Is this case asking for definitive knowledge? Am I able to help them by either knowing the answer or finding a solution for their inquiry? If you can answer yes, then this can be a tier 1 case. If you are able to open and close this case as first contact with the customer, this is also considered tier 1. Don't forget to attach any solutions used to the case itself. Escalates after 8.5 business hours.

Tier 2 = Decision based. A decision may need to be made or the case may need additional research. They may be waiting on a customer to respond. If you need to send it someone else, change it to tier 2, this gives them extra time to respond. Escalates after 25.5 business hours.

Tier 3 = Manually assigned to a manager. Or may need additional time to respond because the case could be more complicated. Such items as COI's, bank letter requests that involve changing signers, or duplicate accounts that need to be merged. Tier 3 is also known as the Management queue, this is where all cases that escalate go to be reassigned or sent back to the last person listed in the case history. Cases that escalate are not automatically set to tier 3, this has to be set manually for the types of cases listed in the chart.

Tier 4 = For any cases that fall outside of normal escalation rules. Use of tier 4 is designated by leadership and only used for certain types of cases, such as troop audits, disbanding troops, and FA approvals. For more details check the chart.

Remember that tier 4 is not to be used as a catch-all place because you don't have time to deal with it right now. Escalation rules for tier 1 and tier 2 should be enough time to handle the majority of cases you might receive. Once a case has escalated and it's been sent back to you, it will not escalate again. Tier 4 is monitored for appropriate use. Cases will be sent back to you and/or your manager if they have been left in tier 4 too long.

Great customer service is one of our goals. Without our volunteers, we wouldn't exist.

Do you have questions that you would like to see addressed in future articles?
Send them to Training@girlscoutsla.org