Troubleshooting

Module Learning Objectives:

After completing this module, you will be able to:

- Use IES tools to quickly find information you may need to answer customer questions
- Use Data Collection and Eligibility tools to help staff answer more complex questions about their cases
- Use **EDM Inbox, My Inbox, Queue Metrics** and the **Case Progression Report** to help monitor your staff's workload and performance
- Identify Data Collection errors
- Troubleshoot to find out why a program was denied
- Understand and apply troubleshooting best practices for Customers and Workers in your office

Troubleshooting to Success

Verify

Define

Identify

Resolve

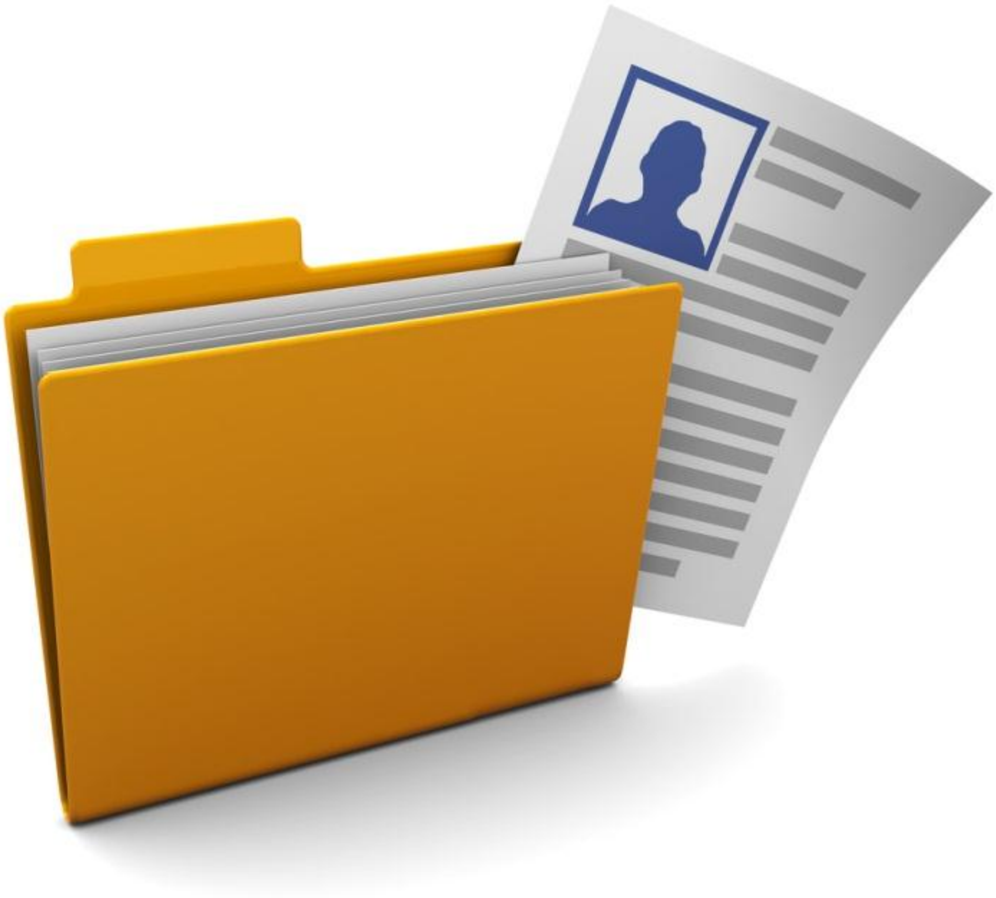
1. **Verify the problem**
   – Recognize that there is an issue
2. **Define the problem**
   – Verify you understand all aspects of the problem
3. **Identify the root cause**
   – Understand what is causing the problem to occur
4. **Resolve the problem**
   – Decide on the best solution to resolve the problem

Inquiry

The **Inquiry** function is used to obtain quick summaries of basic case information.

There are several different types of inquires:

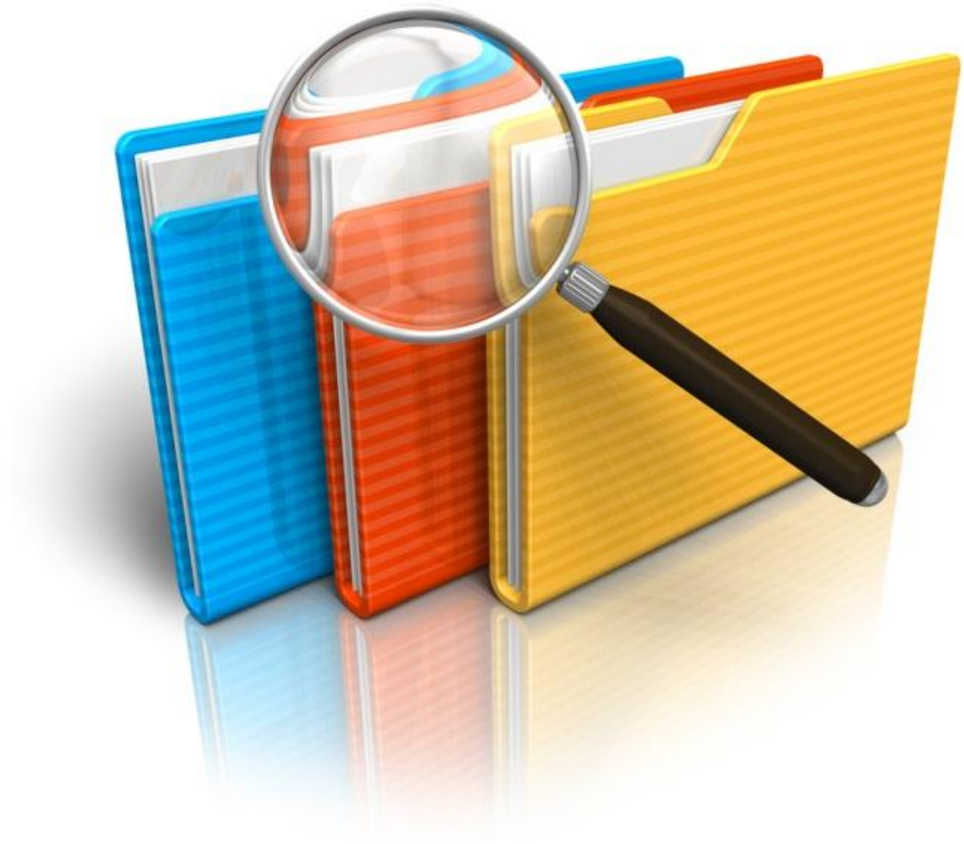
- Case Inquiry and EDG Inquiry
- Individual Inquiry
- Address Inquiry
- Case Cross Reference
- Many other Inquiries



Data Collection

Data Collection contains the complete case record. You can access it in “read only” mode to view:

- Individual Information
- Non-Financial Information
- Absent Parent Information
- Sanctions
- Assets
- Income
- Expenses
- Miscellaneous
- Case Comments



Troubleshooting for Managers

- No step-by-step instructions
- Leverage your knowledge from AG02
- Explore cases in read-only
- Empower yourself to find what is needed

NEXT STOP