Screen Pop Call Flow under CARE

Welcome Message

Thank you for calling Social Security

Spanish Language Selection

Para español, marque siete

Recording Message

To ensure quality, your call may be monitored or recorded

Website Message

You can find the Social Security Administration online at Social Security dot GOV

Affordable Care Act Message

Emergency Message (optional)

Main Menu (Speak Freely)

...So, briefly tell me why you're calling.

Agent

Transfer Message

I'm going to get someone to help you but first I need to get some information

PRA, Privacy Act and Perjury messages

Screen Pop (SSN Collection)

No Queue?

Yes → **Agent**

No → **EWT>3 Min?**

EWT >3 → **SVC Question**

EWT <=3 → **EWT Message**

We are experiencing high call volume. Your call will be answered in the order it was received or we can call you back in....

SVC Question

Yes → **SVC Application**

No → **OCOM Queue Website Message**

We are experiencing high call volumes. Please hold your call will be answered in the order it was received.

EWT Message → **OCOM Queue Website Message** → **Agent**