

Reviewing open cases in Tarian

If you have completed any shifts within the COVID call centre since completing the training, please revisit Tarian and review any open cases or enquiries in your name.

There are many cases and enquires in the 'Records to close', and 'Records in Progress' section. Some of which should have been closed at the time as they were dealt with.

You may have records open in your name, but not have been back in the call centre for a few weeks. So if I could ask you to do the following:

- Click the 3 white lines in the top corner of the screen
- Click 'My Tarian'
- Click 'My Personal Worklist'
- Review any cases or enquiries still open
- Any that have been dealt with can be completed and the record closed
- Any outstanding – please inform the supervisor
- For any you are unsure on, please email the case number to the supervisor of the day to review

Please check the [Google sheet rota](#) to see who the supervisor is each day.

Thank you for all the time you have given to the call centre to date and for your continued support.

We really appreciate everyone's hard work in what has been a busy and challenging time.