

**Appendix 1 - Summary of key findings/recommendations following Mystery Shopping Report:  
Contact Centre (October/November 2018) - Service Improvement Action Plan**

Mystery Shopping Finding/Recommendations	Response to Findings /Recommendation	Timeframe for delivery and progress	Lead officer (s)
<b>1. Contact Centre – customer experience</b>			
<p>All shoppers were very satisfied with the overall service provided by our contact centre staff. It was good to note that shoppers were particularly impressed with the service offered by our repairs agents. In addition there were also many other good examples of all contact centre staff 'going the extra mile' and providing elementary customer services.</p> <p>Shoppers were not always offered a 'corporate closing' to include "is there anything else I can help with" and "thank you for calling". It was also felt that even though agents asked for their name this was not always used during the call.</p>	<p>It's pleasing to note the positive feedback received from our mystery shoppers. However, we do believe further improvements can be made. Although 56% of telephone call/web chat was answered in less than one minute we do believe that this is an area for improvement. We are currently in the process of reviewing the management of our call flow processes, in preparation for when we launch our new telephony system in January 2019.</p> <p>We believe that further improvements will be offered so the right agent is more readily available to answer calls more quickly and efficiently, based on their skill sets.</p> <p>This is a training issue and agents have been reminded of the need to use the 'corporate opening, closing and the customer name during all calls. This will monitored as part of all agents' quality call assessments, for their ongoing development.</p>	<p><b>January 2019</b></p> <p><b>December 2018</b></p>	<p><b>Customer Experience Team Leader</b></p> <p><b>Customer Experience Team Leader</b></p>

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<b>2. Web Chat – customer experience</b>			
<p>Shoppers enjoyed using our web chat service; however expectations were not always met.</p> <p>At time, the service was 'off-line during the hours it should have been available (10am – 4pm). Sometimes agents were slow to answer and there were long gaps in waiting for a response.</p> <p>When the service was off-line the generated auto response informed callers that they would receive a response within 5 working days. Shoppers felt that this was unreasonable given that they choose web chat to receive a quicker response.</p>	<p>We accept this finding and action will be taken to review the existing web chat service.</p> <p>Included in the launch of our new telephony service we will be upgrading our existing web chat facility, which will offer improved technology and user experience.</p>	<b>January 2019</b>	<b>Customer Experience Team Leader</b>

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