

Customer Service Quality Assurance



Quality Assurance Team



Why Quality Assurance?

Quality Assurance (QA) is put in place to ensure our customer's have the best possible experience. QA also provides DWSD with valuable information we use to improve our process and procedure

Who is Quality Assurance?

QA is currently made up of three members, a Team Leader and two Customer Service Analyst

What does Quality Assurance Do?

QA sets guidelines for CSS in the call center to follow, QA then monitors and evaluates these calls for how closely they follow the guidelines. QA also is able to uncover information that can be used to improve process and recommend specific

Quality Assurance Goals



- To improve the customer experience
- Ensure that DWSD customers are treated with respect
- Ensure that all of Customer Service provides consistent information
- Ensure that most customer issues and concerns are resolved on the first call
- Identify process and procedure updates
- Identify necessary training or refresher courses

Quality Assurance Skills



Skill	Definition
Greeting/Closing	To ensure our customer's are provided with a uniform experience at the beginning and end of the call
Acknowledgement	To respond to a customer's inquiry with a reply
Empathy/Sympathy	Placing yourself in someone's shoes and understanding their situation
Professionalism	Possessing a polite and respectful demeanor toward the customer throughout the entire call
Call Management	Managing the flow of the call

Quality Assurance Skills



Skill	Definition
Accuracy	Providing customers with correct information
Call Resolution	The customer's request is handled at the first point of contact
Verification	To ensure that we are providing/making changes to the account with the appropriate person
Work Order/Account Notes	To ensure that we are placing the proper notes in the account

Common Difficult Calls



Meter Operations	Providing explanation of letters and notes provided to customers by our Meter Operations team
Maintenance and Repair	Providing additional details about stop box repairs
Payment Arrangements	Detailing how the 10/30/50 plan works
Billing/Usage	Giving clarification on how DWSD bills and the amount of water that customer used
Establishing Services	Providing all of the information needed to establish an account based on the type of customer and property

Quality Assurance Team Future



- **Establish a larger presence**
 - Beginning evaluations on emails in March 2019
 - Bringing Quality to other departments that answer calls/emails
- **Provide a more robust Soft Skills training program**
 - Continually train enhance CSS skills
- **Continue to grow the Coaching Program**
 - Recently launched program
- **Improve the Quality Assurance Guidelines**
 - Raise the expectations as teams become more confident with their skill sets

Questions?