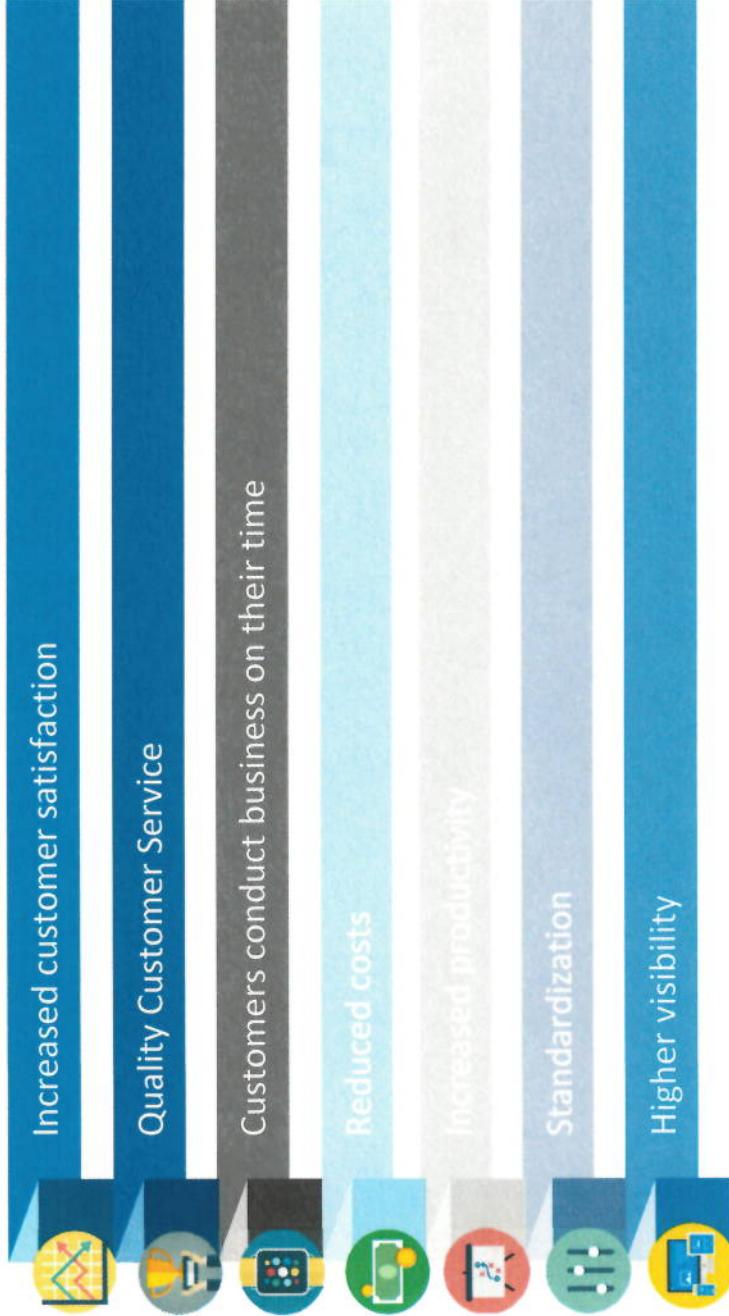


# Detroit Water and Sewerage Department

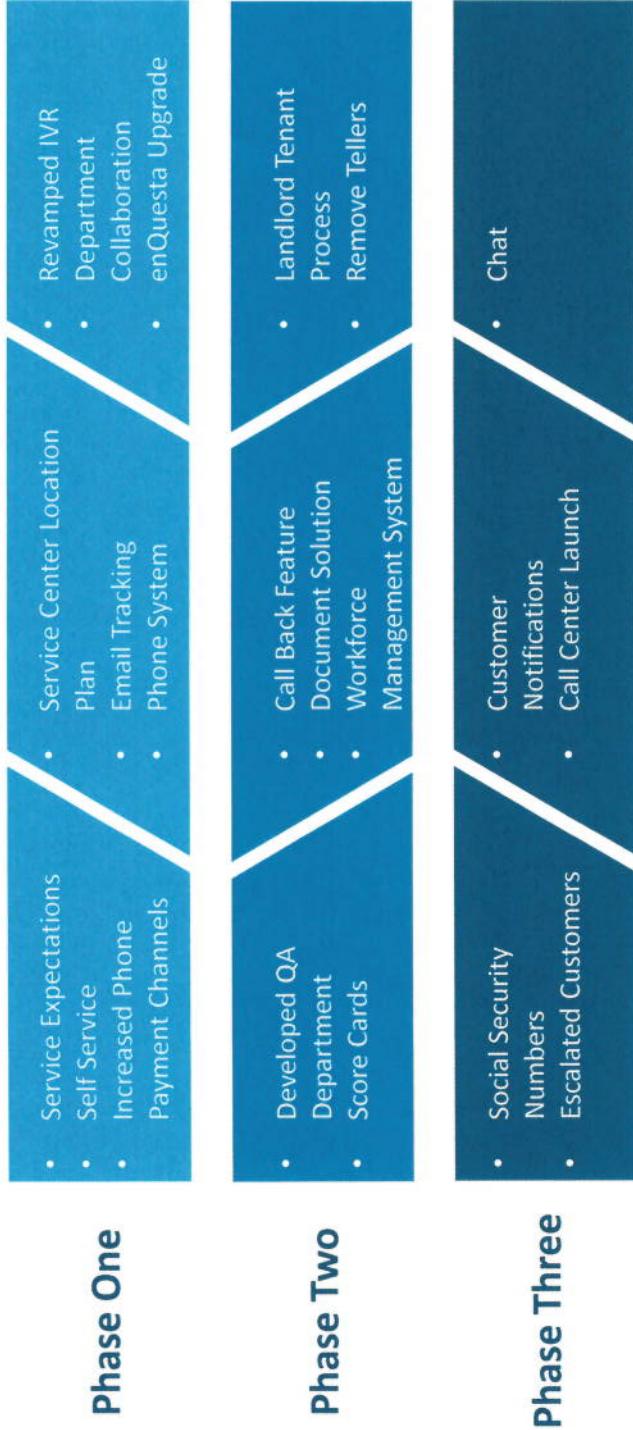
## Customer Service



# Outcomes



# Project Phases



Project	Description	Department	Status
DivDat	New cashiering system	IT/Project Management	In Progress- Behind
Zipwire Emails	Ability to manage emails in Zipwire	IT/Project Management	In Progress- On track
NWA Move	Movings WSCC to Northwest Activity	Facilities	In Progress- Halted
Call Center Relocation	Moving Call Center to new offsite location	Facilities	In Progress- Halted
Phone System Bid	Creating requirements for new IVR and phone queue system	IT	In Progress- On track
DLBA "Move in"	Process created to help DLBA move in potential buyers without having a balance delay closing	COD/Finance/MO	In Progress- Halted
Customer Service Survey	Outbound surveys regarding customer service, completed by a third party	Public Affairs	In Progress- On track
Cubicle Replacement WS	New reception desk Req #: 4698331	Facilities	In Progress- On track
Lock Box P.O. Box	New P.O. Box beginning May 1st DETROIT WATER AND SEWERAGE DEPARTMENT P.O. Box 554899 Detroit, MI 48255-4899	IT/Project Management	Complete
Customer Service Policies	Working with Baker Tilly to create new policies	Baker Tilly	In Progress- On track
Portal Enhancements	New enhancements to the portal are in the works after board approves funding	IT	In Progress- Behind
Move In Checklist	Checklist to be handed out at CAST events, to partners, and in office	Public Affairs	Complete
Website Updates	Keturah is working with PA to make updates to the Customer Service portions of website	Public Affairs	In Progress- Behind
Email Templates	Templates to be used by all of email team as well as implemented in new Zipwire functionality	Public Affairs	Complete
enQuesta	System upgrade	IT/Billing	In Progress- On track



**Fourth Floor Phone Calls** Train and equip fourth floor staff to take phone calls

Add additional lines to the IVR to allow more customers to pay at the same time, current capacity is 30

**Increased phone payment channels**