

Customer Service

July 1, 2020



June Highlights



- Service level goal is on track for June
 - 74% of calls were answered within 2 minutes
 - Average Speed of Answer in 1:22 seconds
 - Volume is up 20% over May during the same time period
- Customer Satisfaction Surveys are offered at the end of each call
 - 4% response rate
 - 44% of callers responded with their call was resolved on first call
 - Customer Satisfaction score of 71%

June Highlights



- We have identified at least 7 projects within and around Customer Service to simplify and make our services available in a refined and digital format for our customers as we continue to operate in a contactless environment.
- Due to COVID19 and the related impact on the Water Department, we are still operating with a 33% reduction in workforce utilizing the Furlough and Workshare programs. (11 Leadership and 16 Customer Service Specialists)

Customer Service Data



Call Center Data – June 2020



Customer Service - Call Center Performance Dashboard

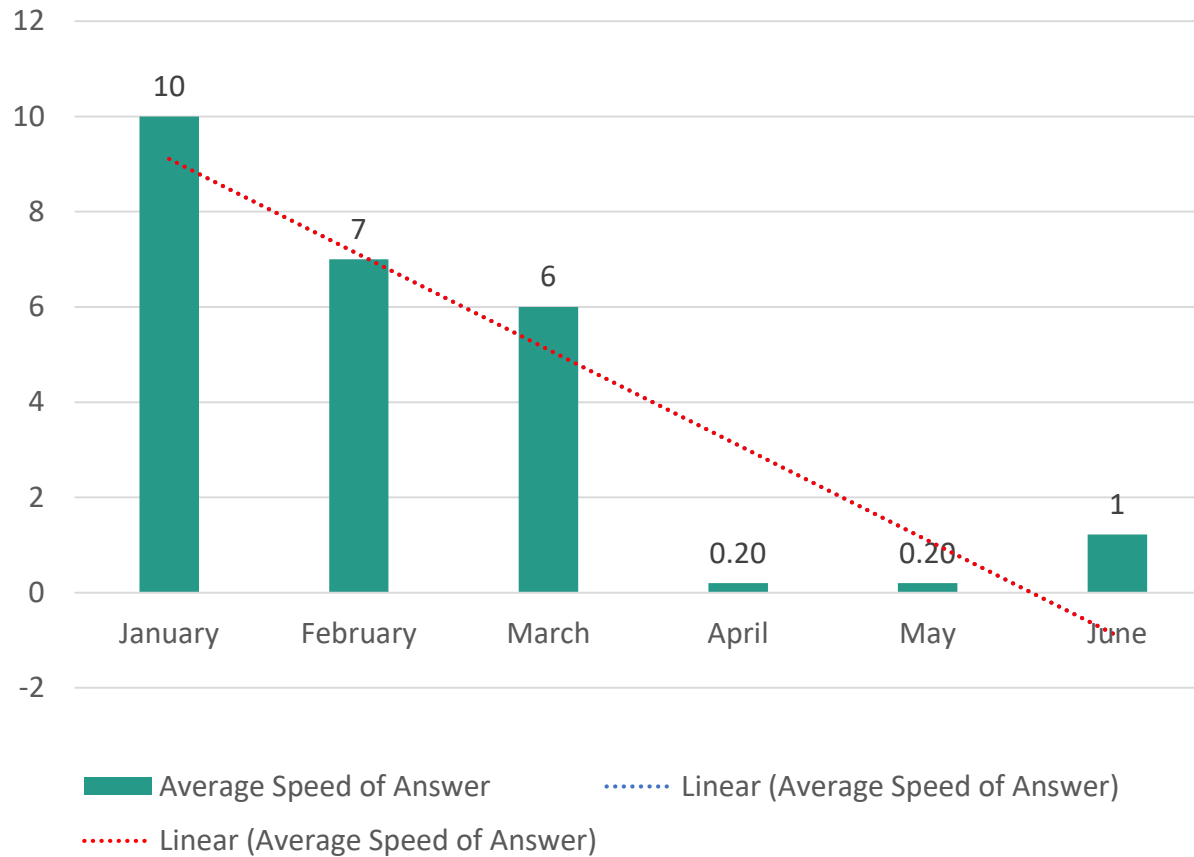
January 2019 – June 23, 2020

	January	February	March	April	May	June	Key Performance Indicator
Calls Received	35,882	27,121	35,196	31,388	30,757	30,602	
Average Speed of Answer	9:21	7:47	6:40	0:20	0:20	1:22	2 Minutes
Service Level	19%	17%	31%	97%	95%	74%	70%
Average Handle Time	7:10	7:00	6:39	6:32	6:58	6:43	7 Minutes
Average Talk Time	5:04	5:08	5:04	5:28	5:47	5:21	5 Minutes
Average Hold Time	4:54	4:41	4:16	3:11	3:02	3:15	3 Minutes
After Call Work	0:35	0:33	:32	0:28	0:30	0:33	1 Minute
Abandoned Calls	21%	17%	16%	1%	0.003%	2%	< 5%
Avg. Staffing	27	22	24	44	38	37	45
First Call Resolution				46%	45%	44%	71%*
Customer Satisfaction				76%	79%	71%	72%*

Call Center Data



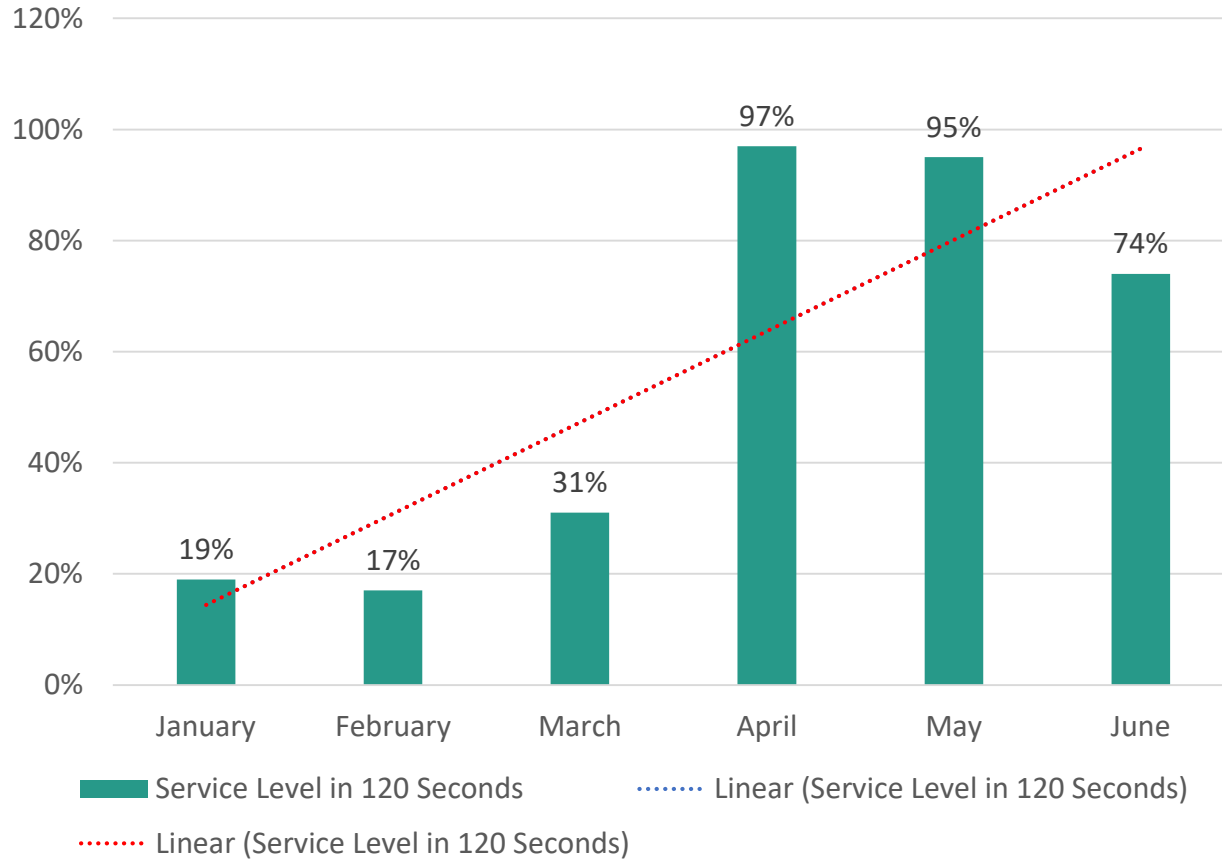
Average Speed to Answer (Less than 2 minutes)



Call Center Data

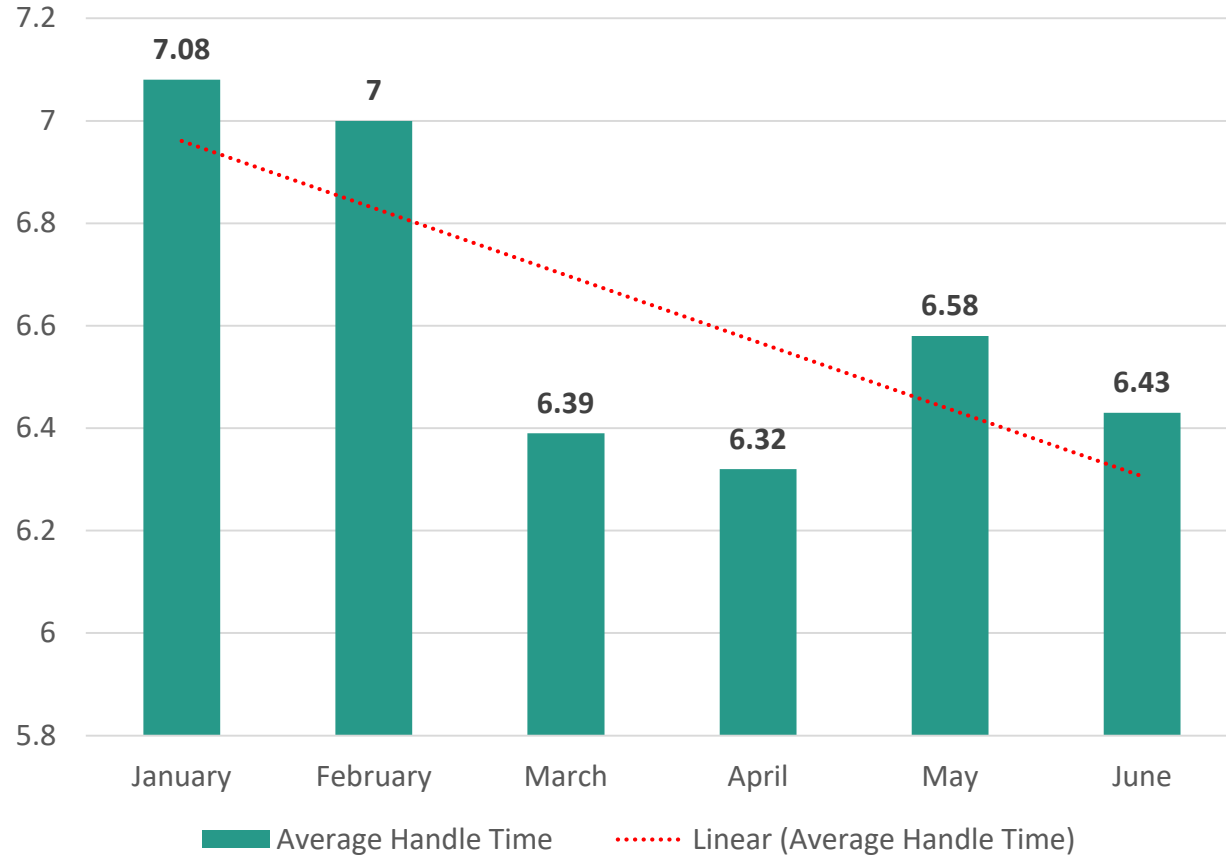


70% Service Level in 120 Seconds



Call Center Data

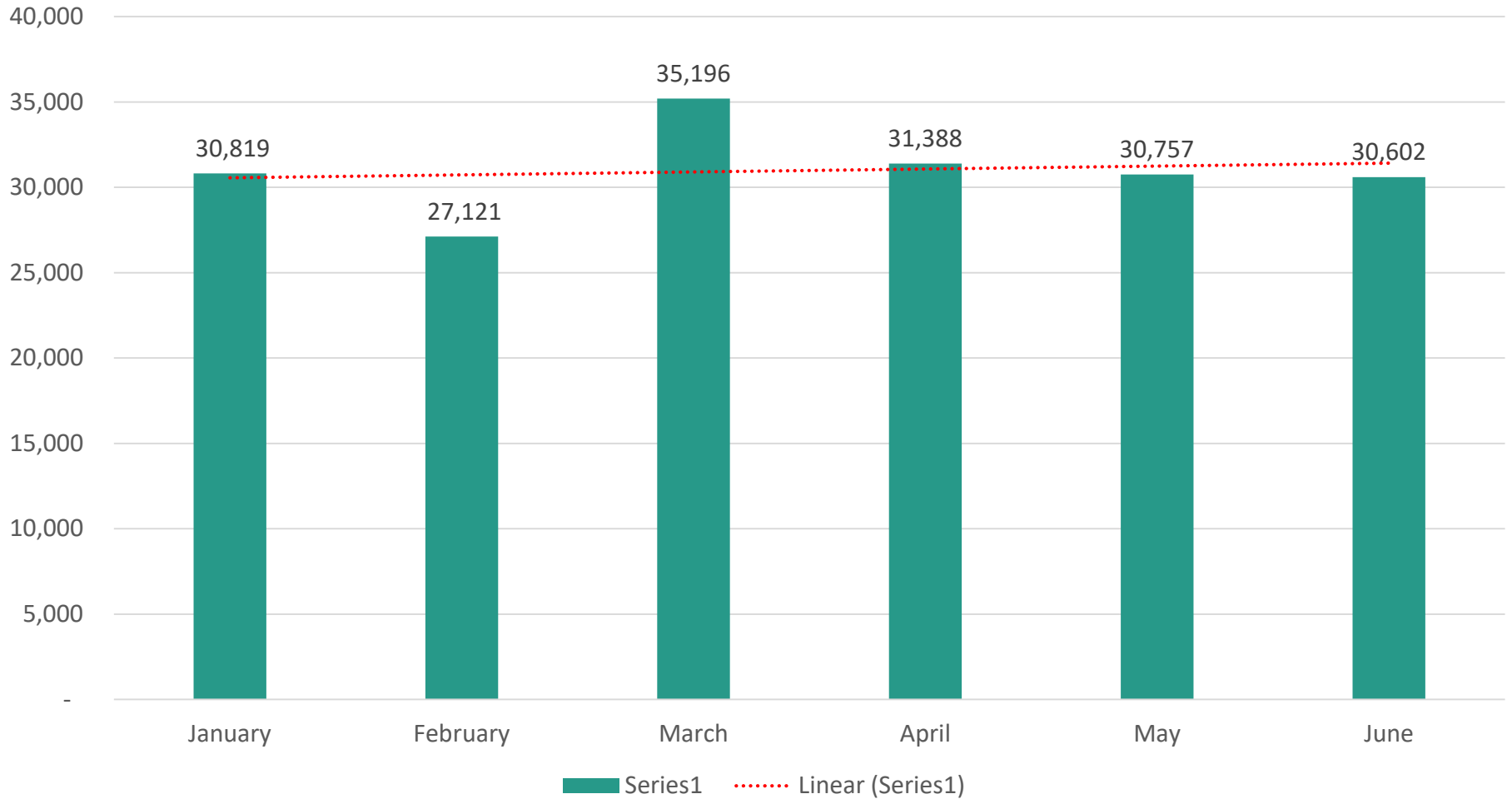
Average Call Handle Time



Call Center Data

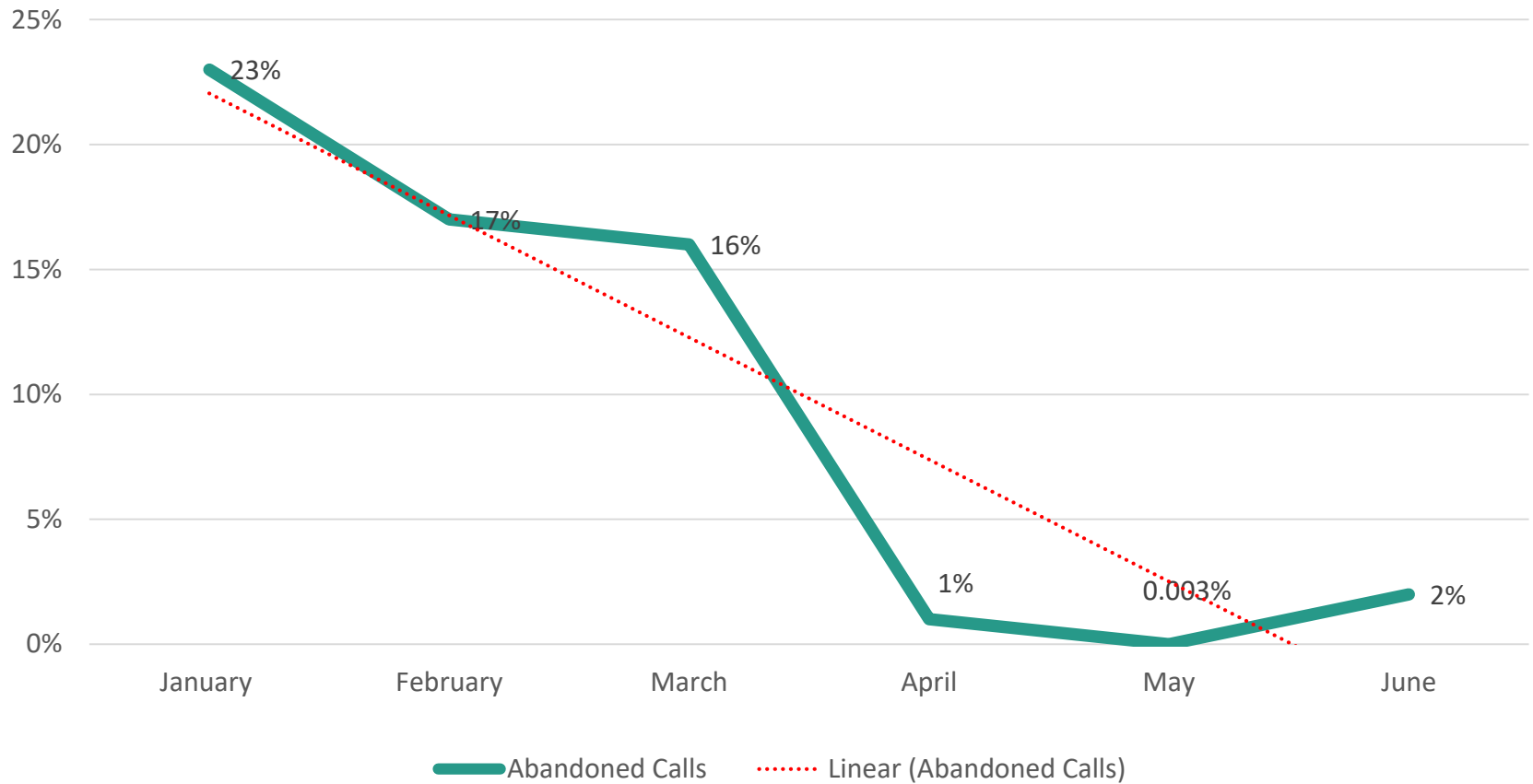


Total Calls



Call Center Data

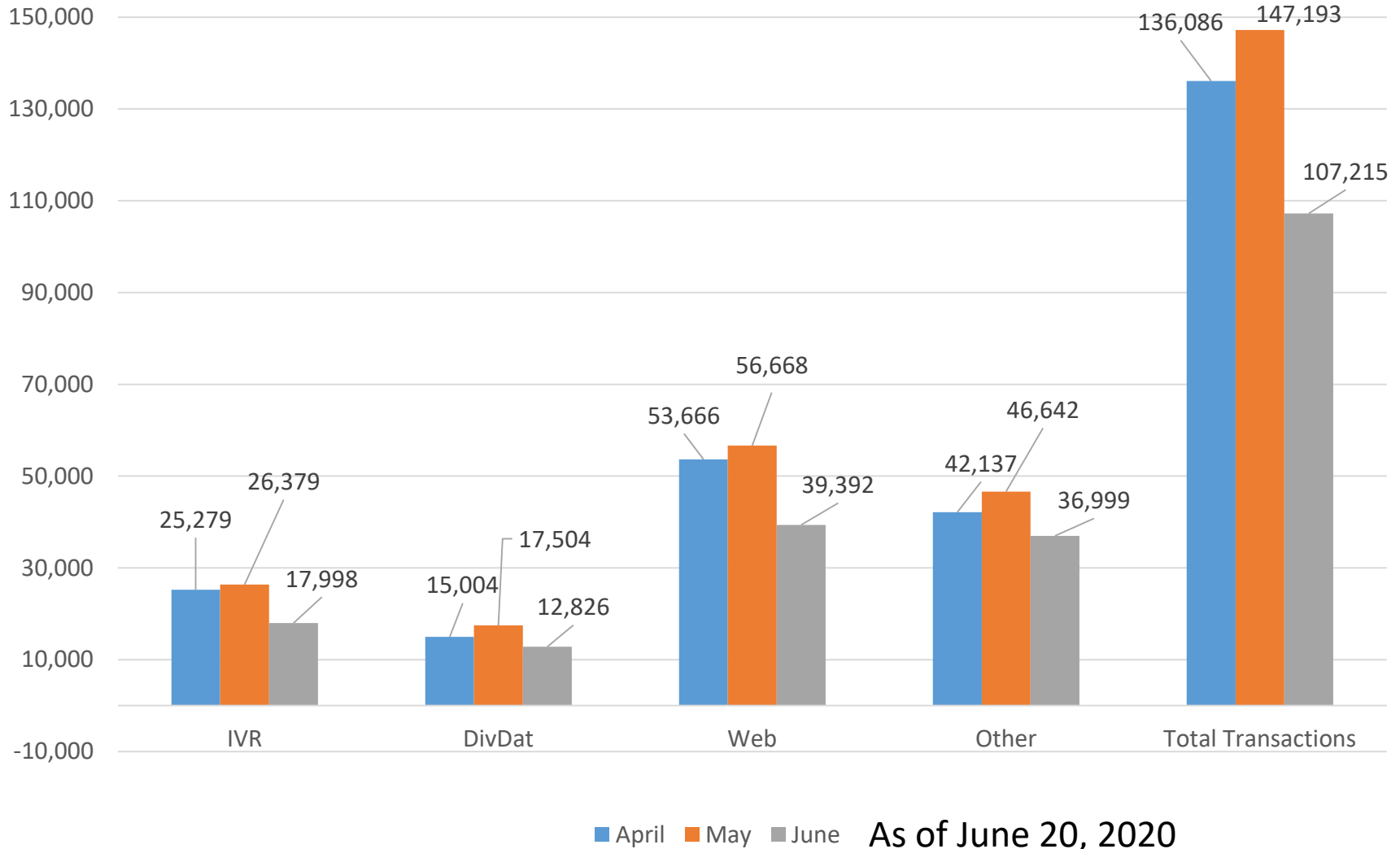
Abandoned Calls (Less than 5%)



Customer Service – Transactions



Total Transactions by Type



Customer Service Planning Calendar: *Training*

Presented by:

Kim Crowell – Customer Service Manager

Tamara Smith – Training and Quality Team Leader



June Highlights

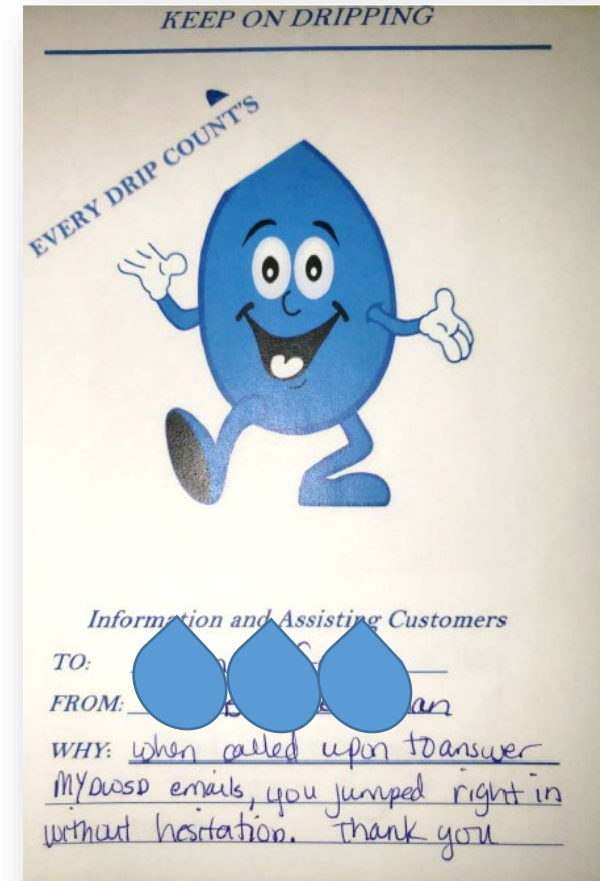
Customer Service Field Trip – Hands on Learning Session



Customer Service Specialist Growth



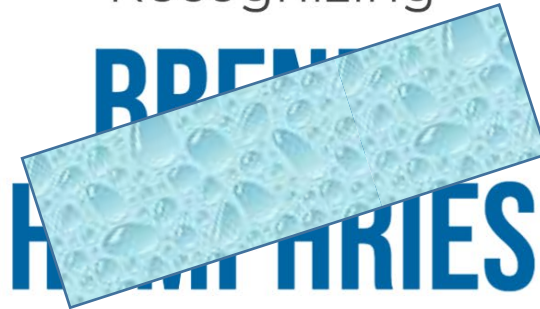
- Coaching sessions to identify developmental goals
- Monthly training refreshers
- Consistent weekly quality evaluations with personalized feedback
- Organizing employee mixers and continued recognition in a contactless environment




Customer Service Recognition – Gone Digital



Recognizing



 has been amazing with the transition between trainers and has gone out of her way to help answer all of my questions while holding down the quality evaluations



Keep on dripping!

EVERY
DRIP
COUNTS

Customer Service Leadership Growth



- Leadership Learning Path
 - Bi-weekly sessions
 - Encompasses Coaching Culture, Metrics, and Team Dynamics
- Weekly leadership meetings to identify roadblocks, performance, weekly goals, etc.
- Utilize City of Detroit access to continued learning modules

Customer Service Departmental Growth



- Implementing Customer Service Index (CSI) Key Performance Indicators (KPI)
- Continue to provide consistent feedback and coaching to the team at a regular cadence
- Documenting and training the evolving processes as we continue in the contactless environment

Questions?