

Customer Service

August 5, 2020



July Highlights



- Service level goal achieved for July
 - We have exceeded service level goals for 4 consecutive months
 - 81% of calls were answered within 2 minutes
 - Average Speed of Answer in 1:04 seconds
- The Contactless Project Team has identified 10 projects to simplify and make our services available for our residents 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.

Customer Service Data



Call Center Data – July 2020



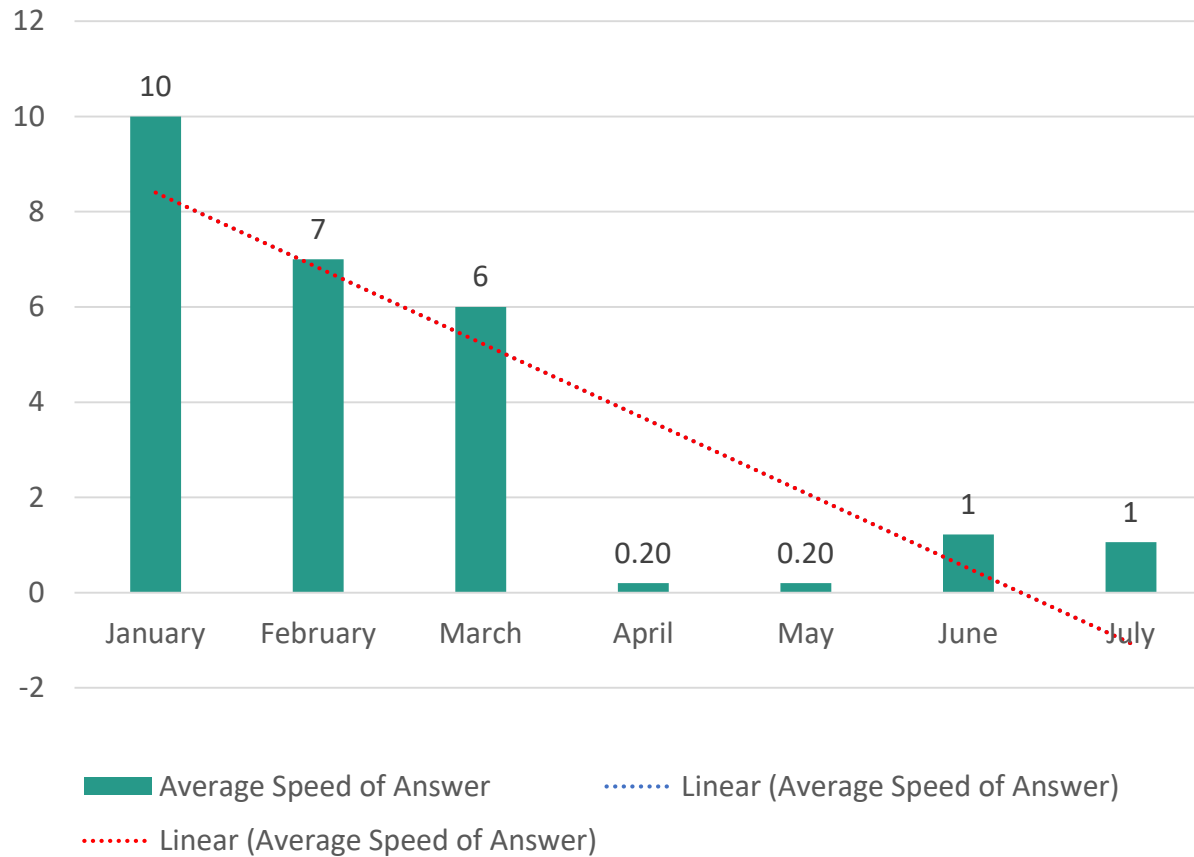
Customer Service - Call Center Performance Dashboard

January 2020 – July 29, 2020

	January	February	March	April	May	June	July	Key Performance Indicator
Calls Received	35,882	27,121	35,196	31,388	30,757	37,230	34,405	<i>Volume tracking similar to June</i>
Average Speed of Answer	9:21	7:47	6:40	0:20	0:20	1:25	1:04	2 Minutes
Service Level	19%	17%	31%	97%	95%	75%	81%	70%
Average Handle Time	7:10	7:00	6:39	6:32	6:58	6:46	6:58	7 Minutes
Average Talk Time	5:04	5:08	5:04	5:28	5:47	5:24	5:27	5 Minutes
Average Hold Time	4:54	4:41	4:16	3:11	3:02	3:17	3:19	3 Minutes
After Call Work	0:35	0:33	:32	0:28	0:30	0:33	0:34	1 Minute
Abandoned Calls	21%	17%	16%	1%	0.003%	2%	2%	< 5%
Avg. Staffing	27	22	24	44	38	37	37	45
First Call Resolution				46%	45%	44%	42%	71%*
Customer Satisfaction				76%	79%	71%	70%	72%*

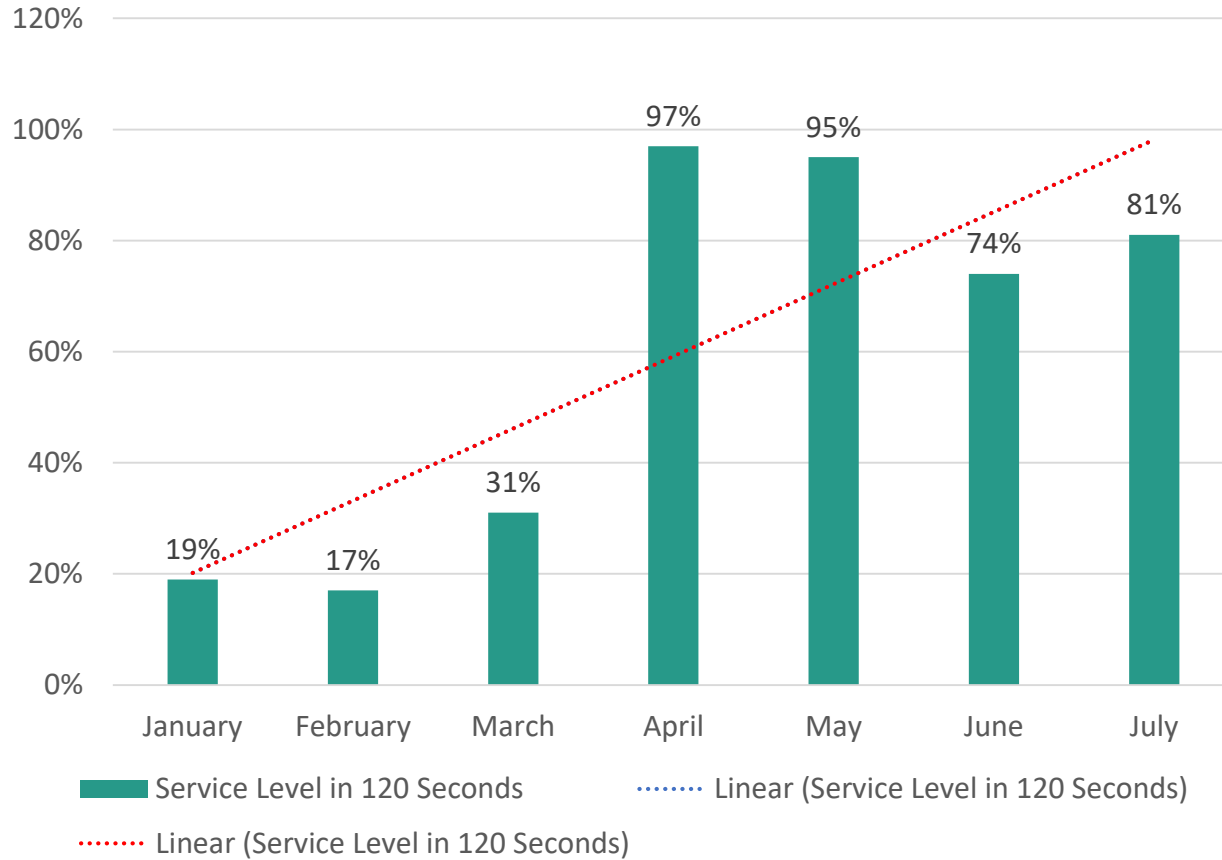
Call Center Data

Average Speed to Answer (Less than 2 minutes)



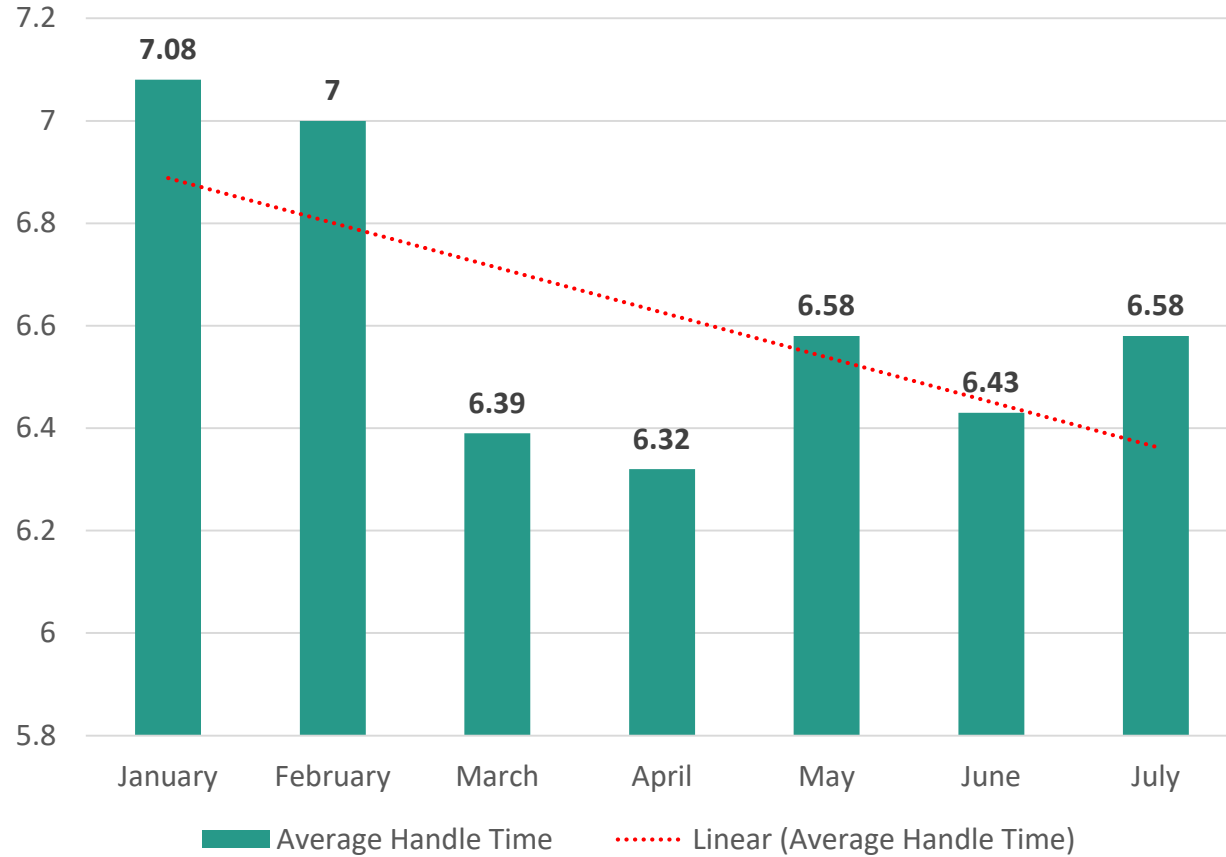
Call Center Data

70% Service Level in 120 Seconds



Call Center Data

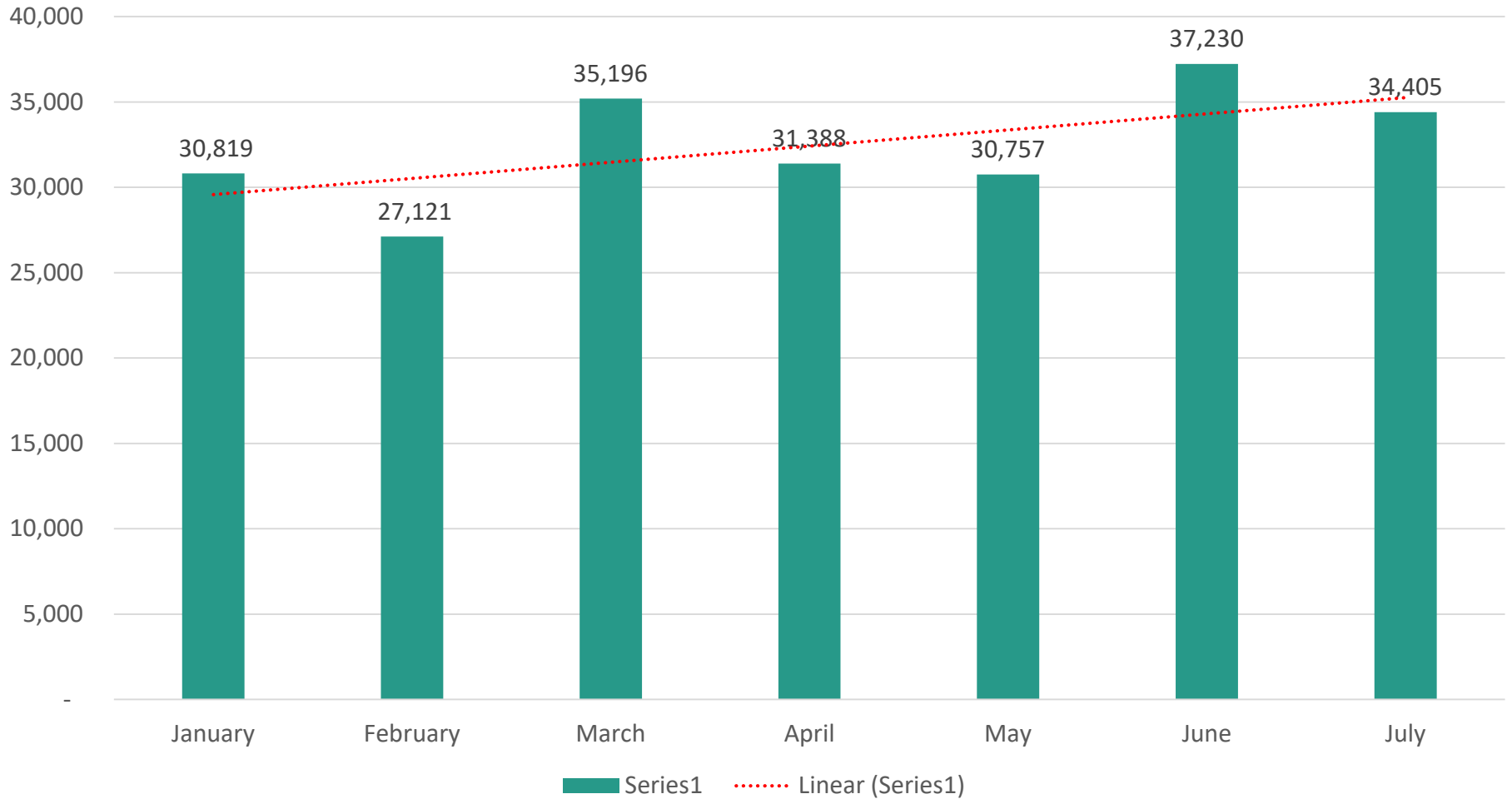
Average Call Handle Time



Call Center Data



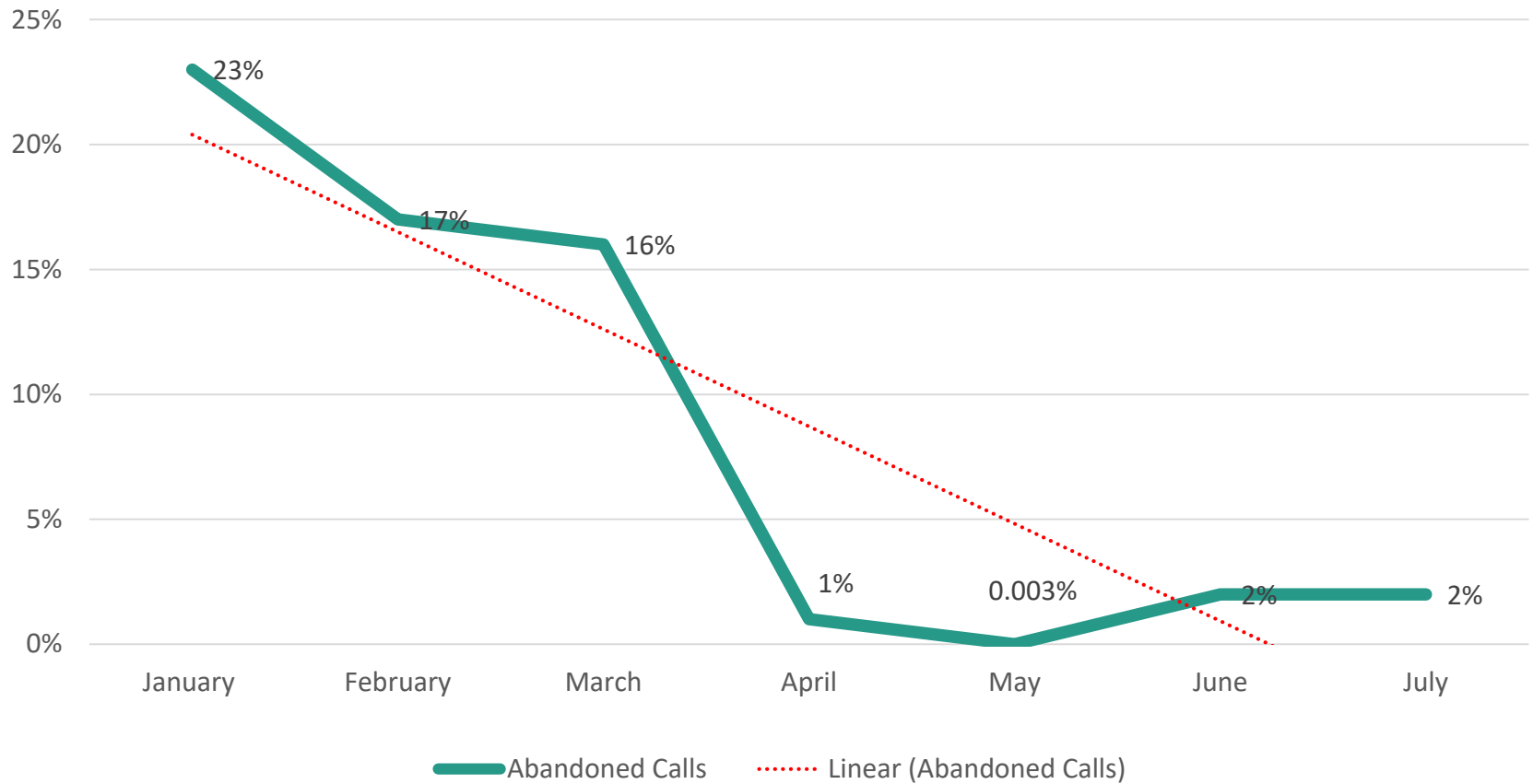
Total Calls



Call Center Data



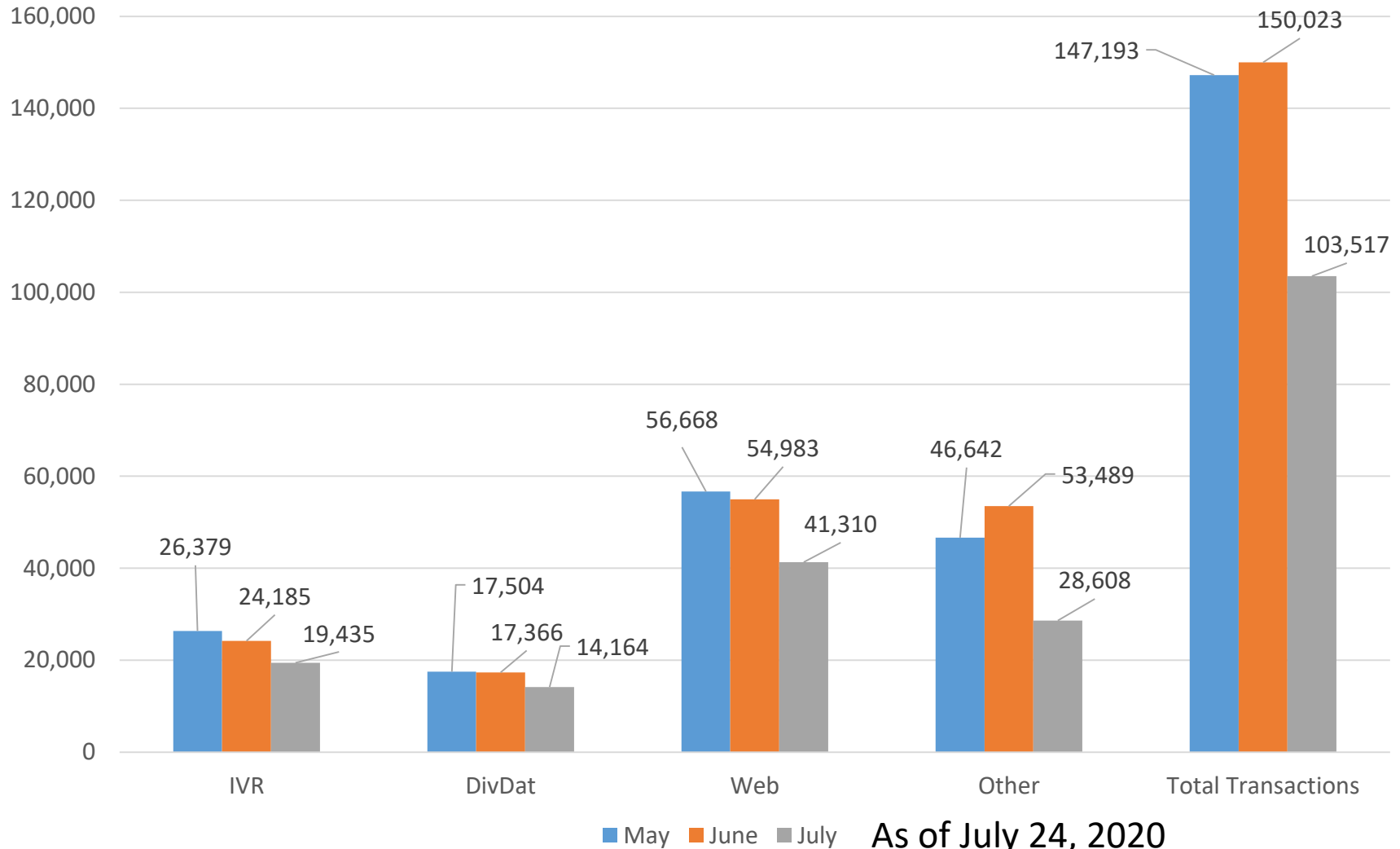
Abandoned Calls (Less than 5%)



Customer Service – Transactions



Total Transactions by Type



Customer Service Planning Calendar: *Customer Experience* *Survey*

Presented by:

Kim Crowell – Customer Service Manager



Customer Satisfaction Survey



- A Customer Satisfaction Survey is offered at the end of each call – 3 questions are asked and is automated in the call system
 1. How would you rate your overall customer service experience with DWSD on a scale of 0-9 with 9 being excellent service?
 - Measures Net Promotor Score – High likely would the customer recommend DWSD.
 2. How would you rate your service provided today on a scale of 0-9 with 9 being excellent service?
 - Measures how satisfied the customer was with the Customer Service Specialist
 3. Was your issue resolved? Press 1 for yes and 2 for no.
 - Measures First Call Resolution – Many of our calls require appointments to be set and may not be resolved on the first call

Customer Satisfaction Survey



- Customer Satisfaction Surveys are offered at the end of each call
 - Started offering surveys in April
 - 4% response rate
 - 42% of callers responded with their call was resolved on first call
 - Average Customer Satisfaction score of 74% last 4 months
 - The American Customer Satisfaction Index of municipal energy companies – 72%

Questions?