

Customer Service

September 2, 2020



August Highlights



- Service level goal achieved for August
 - We have exceeded service level goals for 5 consecutive months
 - 80% of calls were answered within 2 minutes
 - Average Speed of Answer in 1:02 seconds

Customer Service Follow Up



- Public Comment at the August 19, 2020 BOWC meeting brought forward a customer service concern. Apology letter has been provided for your review.
- A member of leadership was assigned to address the customer's initial concern, followed through internally, working to remedy the situation.
- While a credit was placed on the customer's account 30 days prior, the customer was not aware of the resolution. We failed to communicate the resolution.

Lessons Learned:

- Open customer issues will be followed up with the customer every 5 business days until resolved.
- Unresolved Customer concerns will be reviewed, tracked and reported weekly by the Customer Service Leadership team until resolution is achieved.
- Team Leaders have been instructed to escalate customer concerns to the Customer Service Manager if a resolution determination is not rendered in 15 days.

Customer Service Kudos



To the supervisor of Mrs. Gloria Richards,

I called the Water Department today, and I was dreading the call as I was warned that it is typically a long ordeal. I was incredibly surprised when just a moment after the hold music began, Mrs. Richards answered. She listened to my needs and had the information emailed to me within a matter of minutes. I was thrilled that I had everything I needed within ten minutes of dialing (holds included)! Her professional attitude and efficient efforts speak volumes about the water department's commitment to customer service. If this were Yelp, I'd gladly give her 5 stars.

Sincerely,
Hugh McLeod
8/27/2020

Customer Service Data



Call Center Data – August 2020



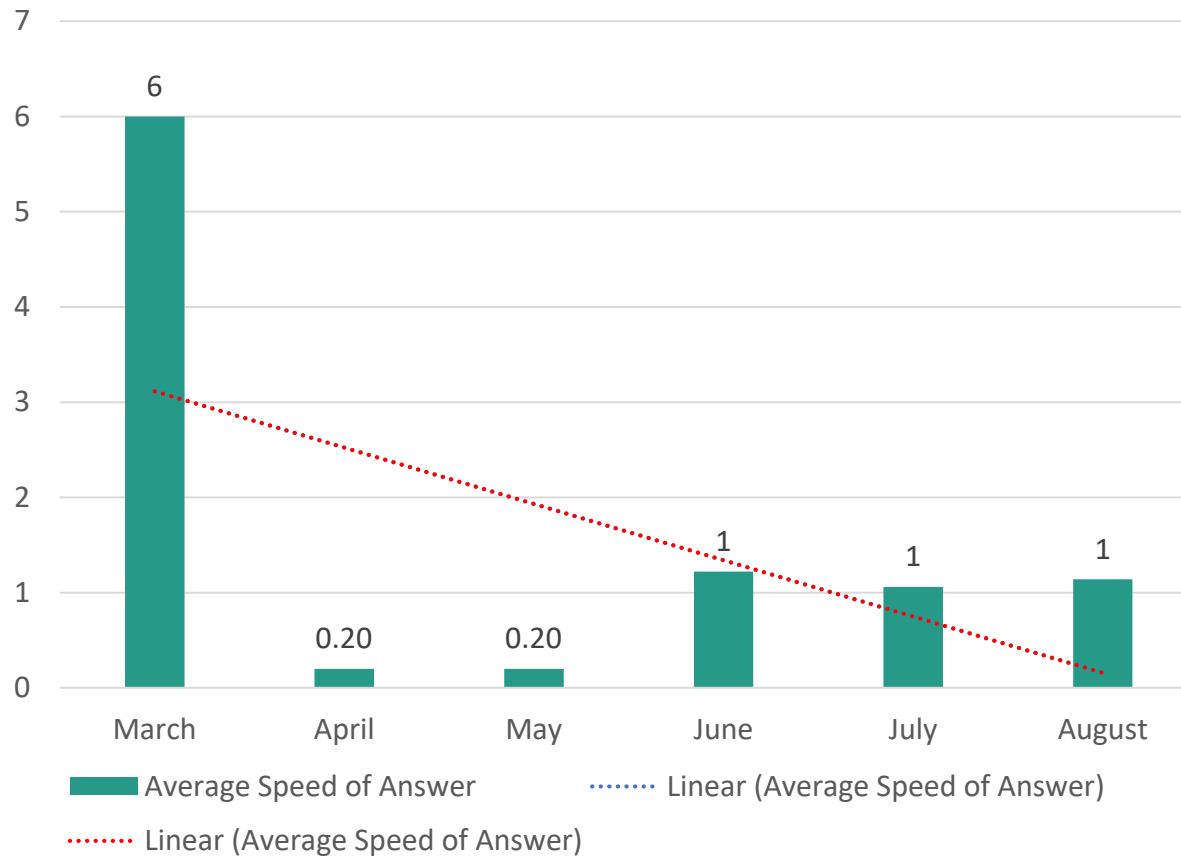
Customer Service - Call Center Performance Dashboard

February 2020 – August 27, 2020

	February	March	April	May	June	July	August	Key Performance Indicator
Calls Received	27,121	35,196	31,388	30,757	37,230	37,553	31,485	
Average Speed of Answer	7:47	6:40	0:20	0:20	1:25	1:01	1:02	2 Minutes
Service Level	17%	31%	97%	95%	75%	82%	80%	70%
Average Handle Time	7:00	6:39	6:32	6:58	6:46	6:58	7:08	7 Minutes
Average Talk Time	5:08	5:04	5:28	5:47	5:24	5:27	5:34	5 Minutes
Average Hold Time	4:41	4:16	3:11	3:02	3:17	3:19	3:26	3 Minutes
After Call Work	0:33	:32	0:28	0:30	0:33	0:34	0:37	1 Minute
Abandoned Calls	17%	16%	1%	0.003%	2%	2%	2%	< 5%
Avg. Staffing	22	24	44	38	37	37	37	45
First Call Resolution			46%	45%	44%	42%	43%	71%*
Customer Satisfaction			76%	79%	71%	70%	74%	72%*

Call Center Data

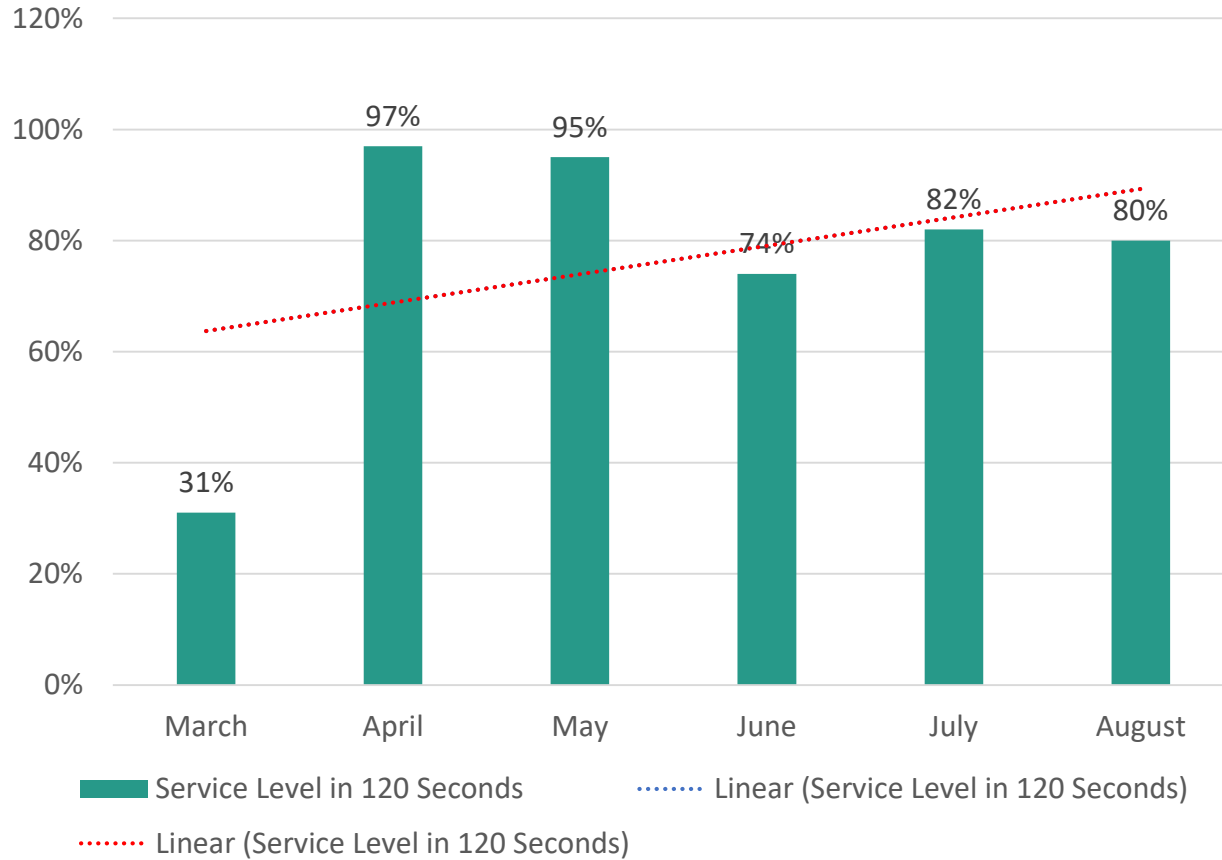
Average Speed to Answer (Less than 2 minutes)



Call Center Data

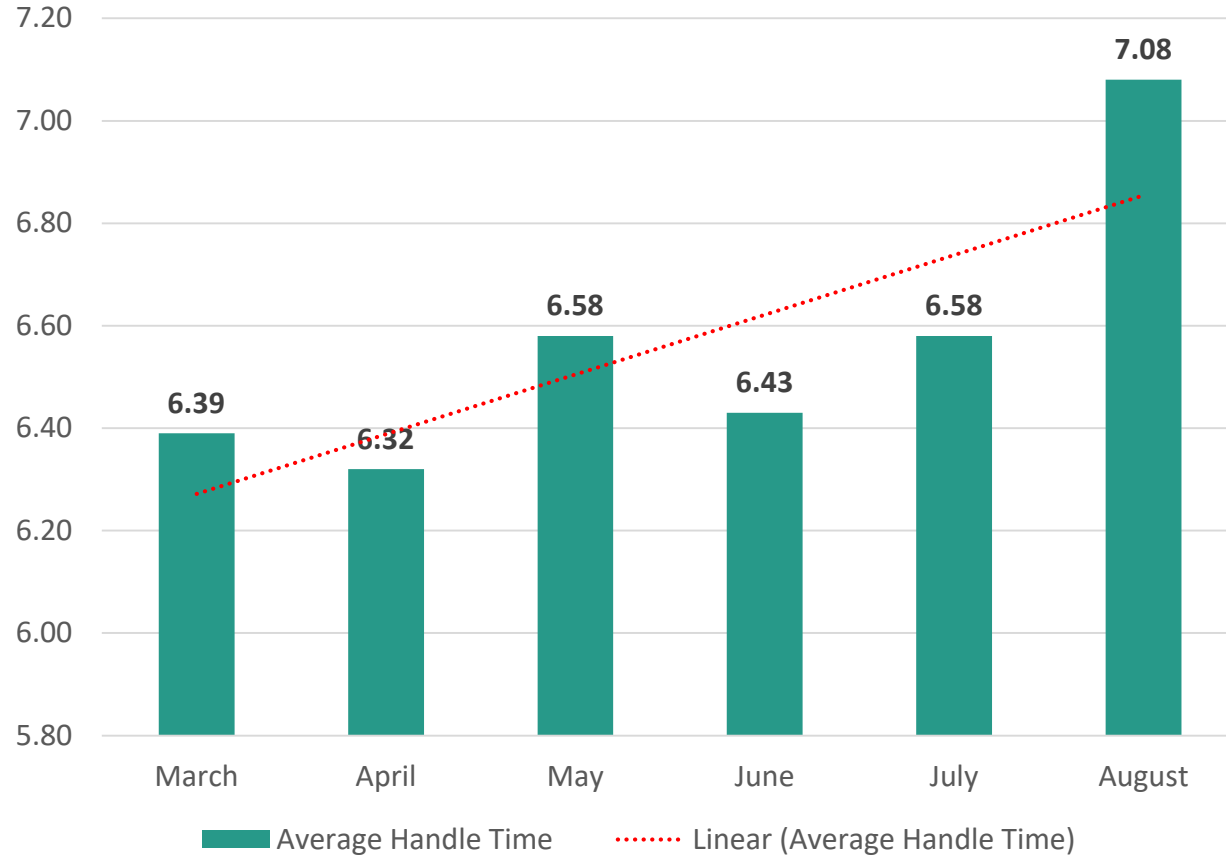


70% Service Level in 120 Seconds



Call Center Data

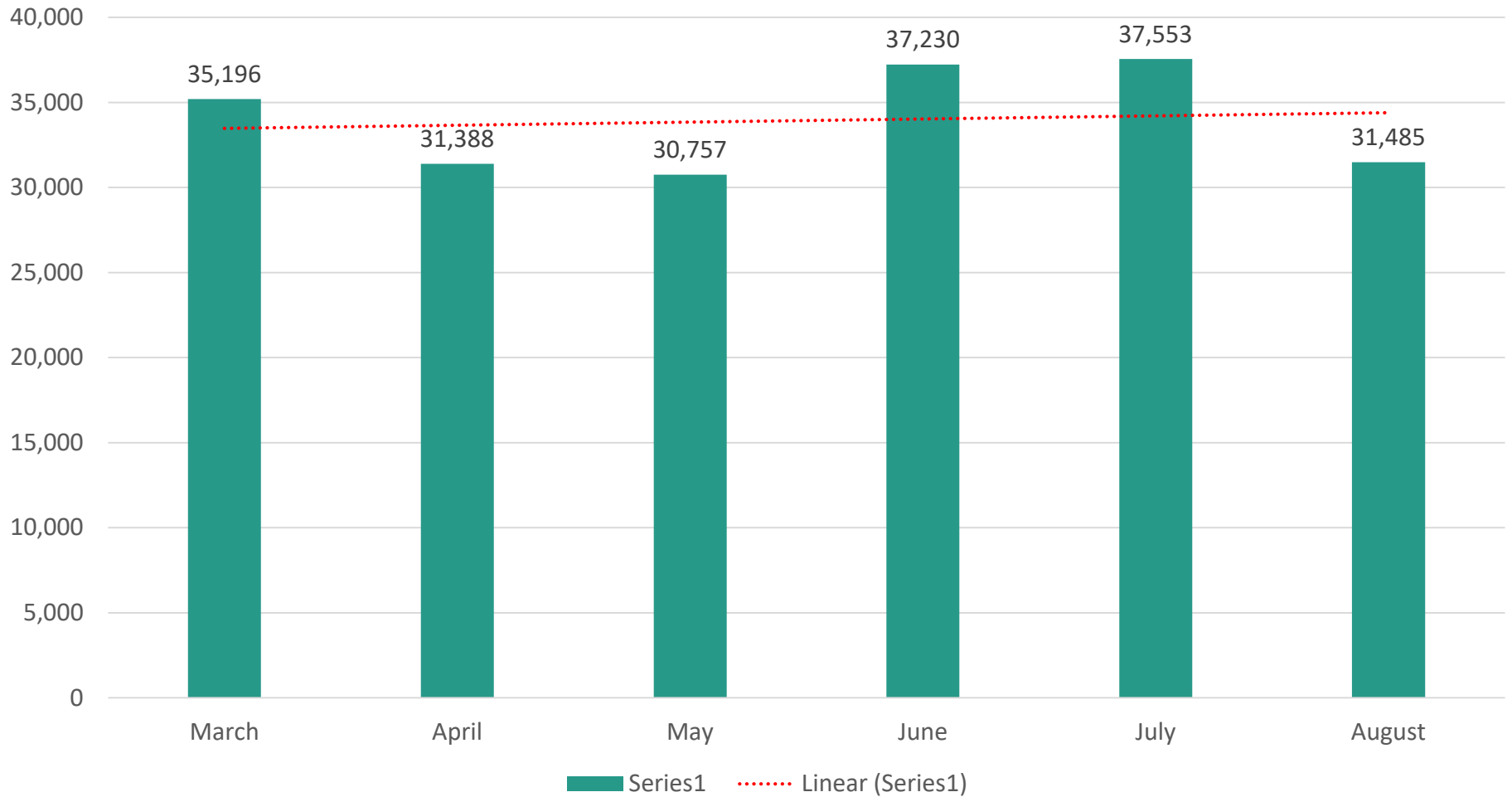
Average Call Handle Time



Call Center Data

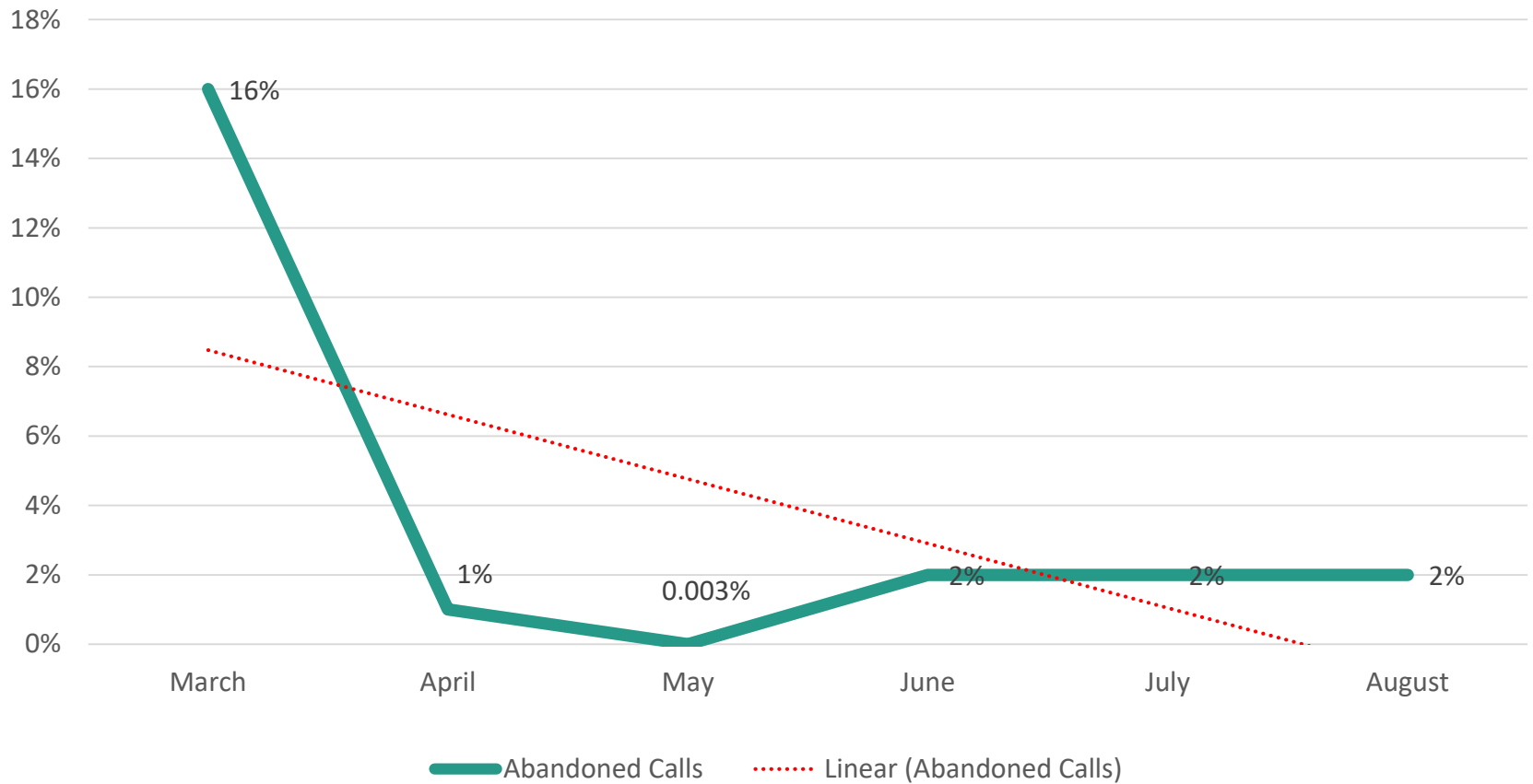


Total Calls



Call Center Data

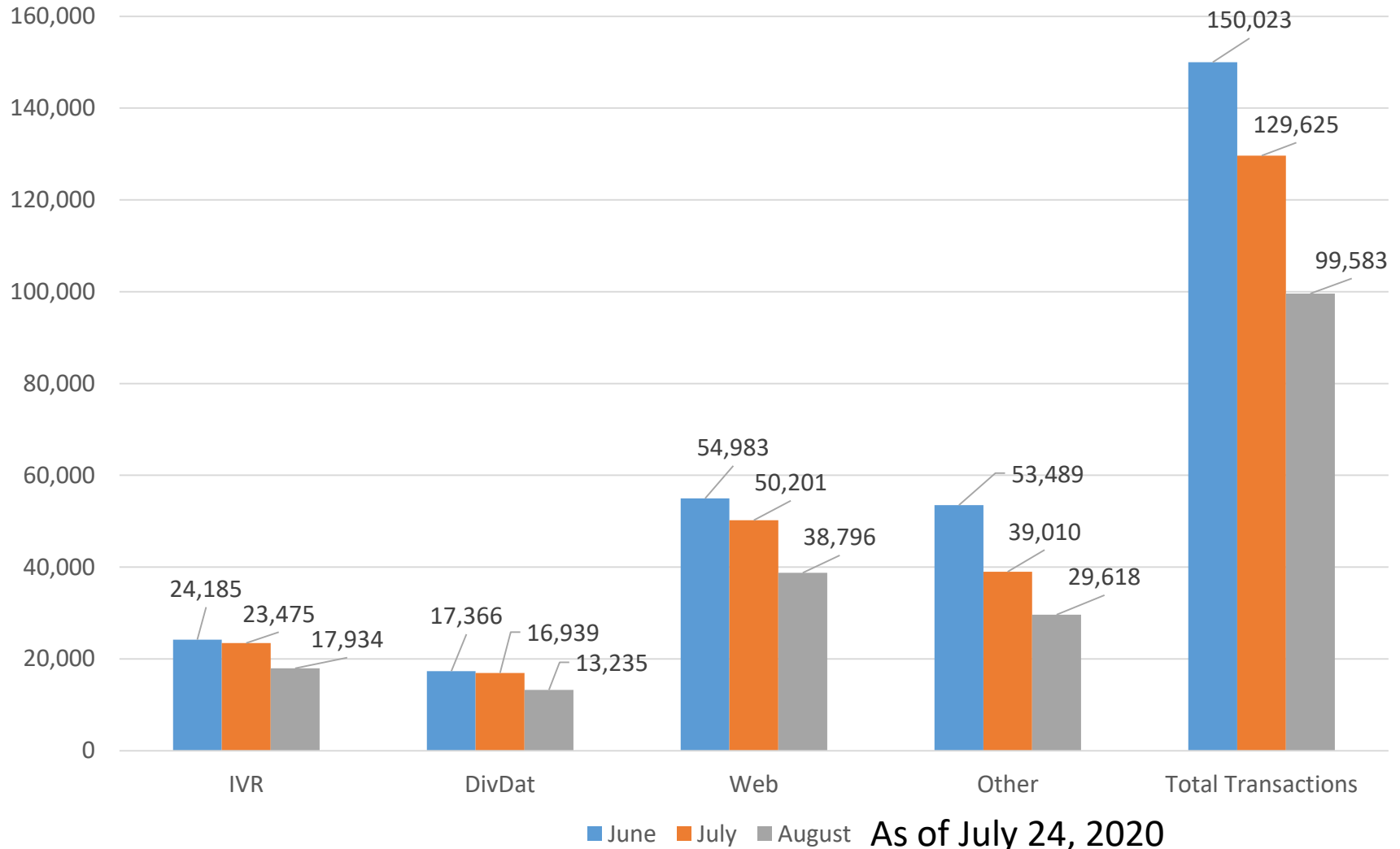
Abandoned Calls (Less than 5%)



Customer Service – Transactions



Total Transactions by Type



Customer Service Planning Calendar: *Metrics Review*

Presented by:

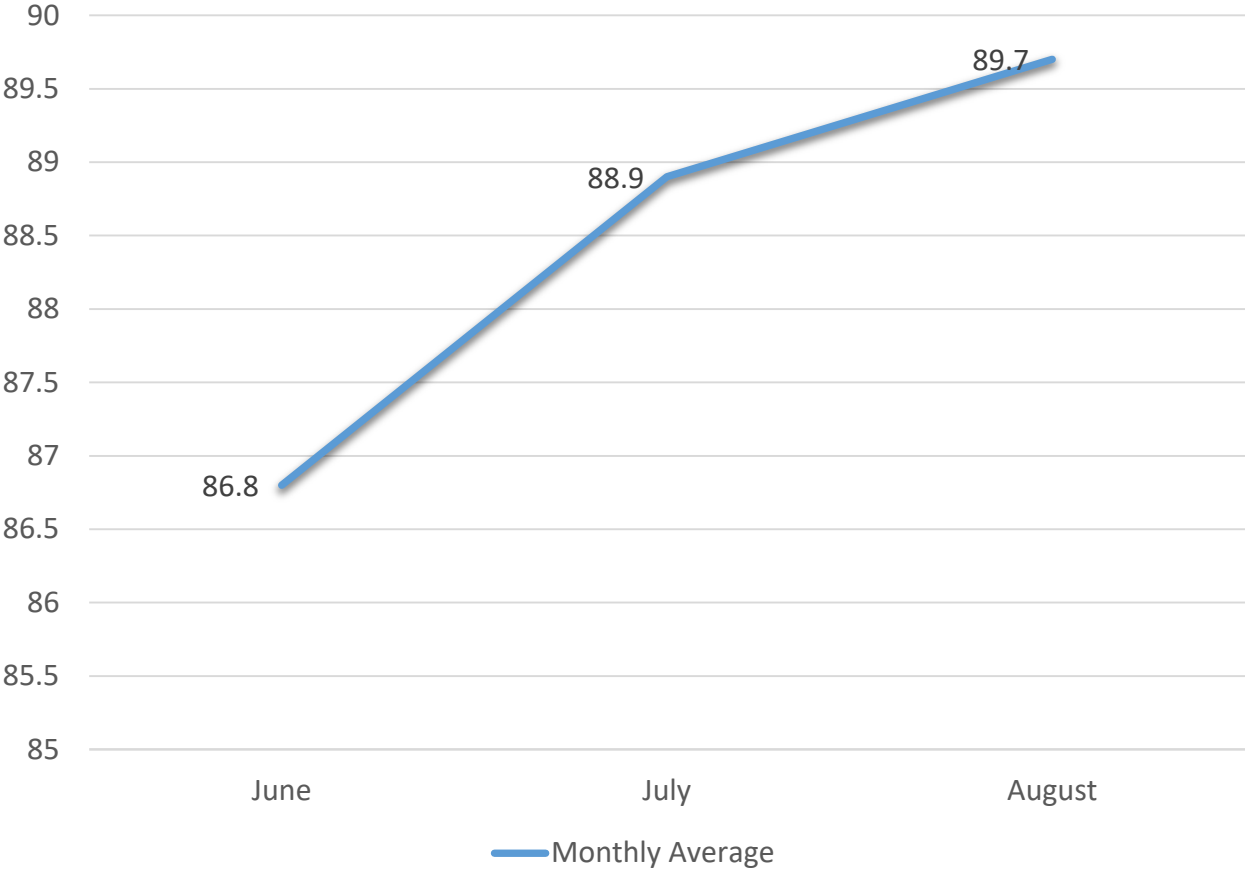
Kim Crowell – Customer Service Manager



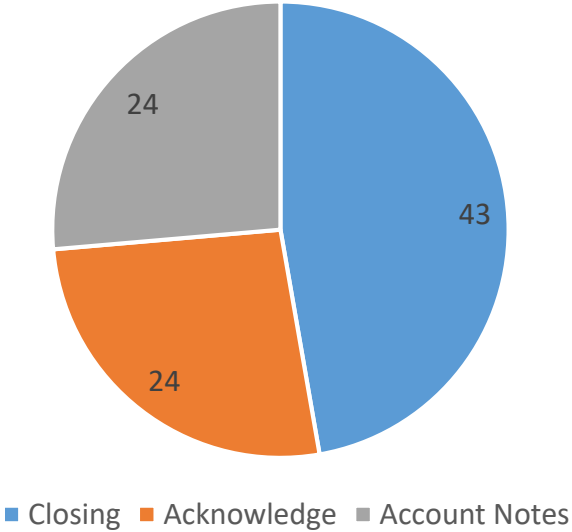
Monthly Quality Scores



Quality Scores



August Top Missed Skills



Inbound Email Data – August 2020



- Residents can email us at 3 available addresses: closings@detroitmi.gov , landlordenant@detroitmi.gov and MyDWSD@detroitmi.gov
- Emails account for 20% of our Customer Service interactions
- Emails are received 24/7/365
- Our Initial Response: “Thank you for contacting the Detroit Water and Sewerage Department (DWSD). We have received your email, a Customer Service Specialist will be in contact with you within 10 business days during normal business hours Monday through Friday 8 a.m. to 5 p.m.”
- Staff is responding to both emails and calls, prioritized to answering calls first

Customer Service – Email Performance Dashboard						
February 2020 – August 21, 2020						
	March	April	May	June	July	August
Emails Received	7,304	5,521	5,847	5,477	7,112	4,202
Emails Processed	5,574	3,273	3,874	3,938	4,481	3,103
Emails Received Weekly Average	1,826	1,380	1,462	1,369	1,778	1,401

Questions?