

Customer Quality Programme Update

March 2019



Customer Service Quality initiatives



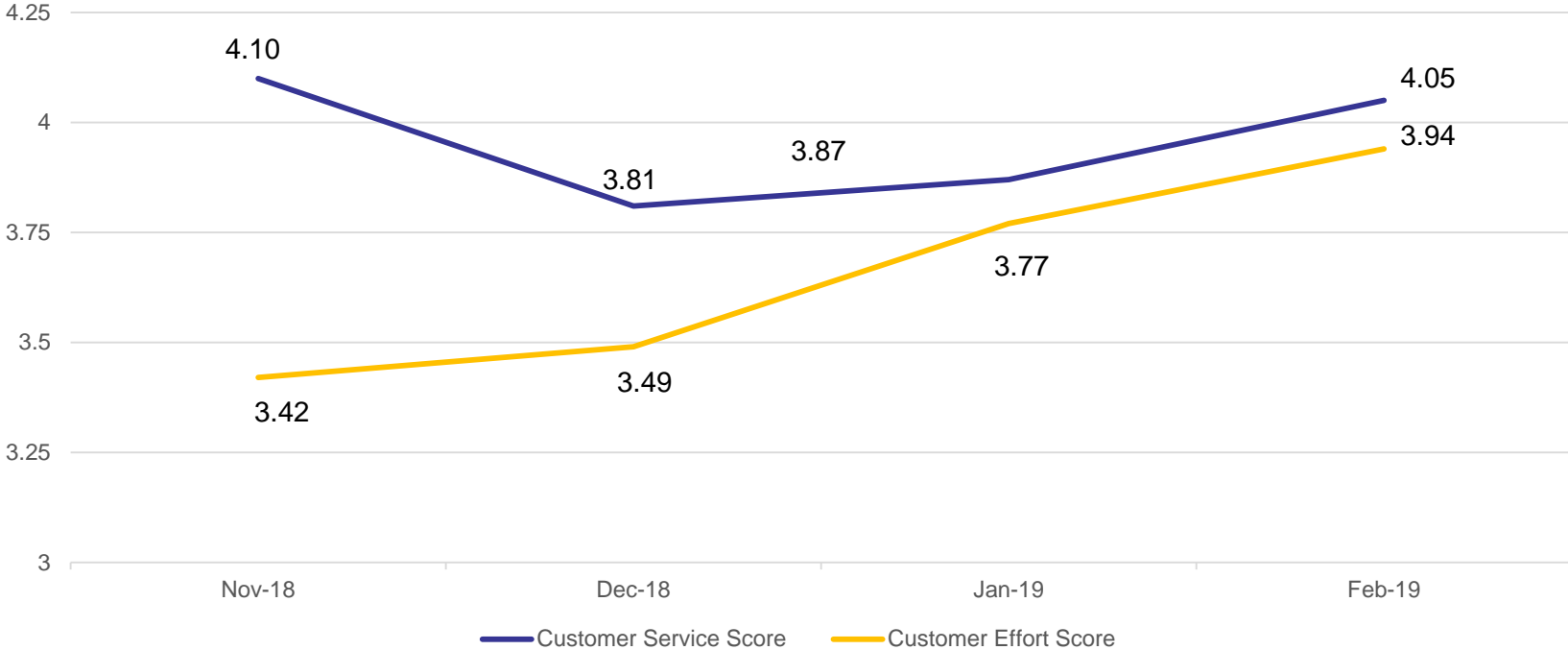
New Quality programme was launched in the Contact Centre in Nov 2018 that includes:

1. Enhanced internal Call Audit process commenced
 - new assessment form,
 - increased calls monitored
 - coaching opportunities
2. Quality discussions held at team daily performance stand ups
3. Customer SMS survey feedback discussed at monthly team meetings
4. Customer Service soft skills/empathy classroom training facilitated by external provider Customer Service Benchmarking CSBA
5. Introduction of Customer Service Benchmarking mystery call programme to provide industry benchmarking and further improvement opportunities. (full program commences 1 April 19)

Customer SMS Survey Score



Customer Survey Score Nov 18 - Feb 19



Internal Call Audit Assessment Form



Agent Name: _____		Evaluator Name: _____	
Call Type: _____			
E = Exceeds expectations, M = Meets expectations, F = Further Development Required, U = Unsatisfactory			
GREETING SKILLS		Description	Assessment
1	Start of call	Welcomes caller to AusNet Services, states name and warmly offers assistance	E = 4 M = 3 F = 1 U = 0
2	Close of call	Thanks caller at the end of the conversation, offered further assistance where applicable	E = 4 M = 3 F = 1 U = 0
Agent Skills			
3	Safety advice	Clearly constitutes a safety message to the customer in relation to the incident / enquiry including access to site if applicable and Life Support advice given including registering sites when identified	Y / N / NA
4	Confidentiality	Adheres to AusNet Services' Privacy rules in regards to collecting from and disclosing information to the customer	Y / N / NA
5	Understanding the enquiry	Makes an attempt to clearly understand what the enquiry was about	E = 4 M = 3 F = 1 U = 0
6	Good Product Knowledge	Gives clear, accurate and easy to understand information to the customer and quotes accurate fees/charges where applicable	E = 4 M = 3 F = 1 U = 0
7	Resolution	Provides a resolution that adequately and clearly resolves the enquiry	E = 4 M = 3 F = 1 U = 0
COMMUNICATION SKILLS			
8	Verbal skills	The Agent's voice was clear and was easy to follow without the use of colloquial expressions, sloppy English or complicated technical terms while projecting confidence	E = 4 M = 3 F = 1 U = 0
9	Developing Rapport	Conveys a manner that has a 'smile in the voice', and really sounds enthusiastic. There is emotion in the tone, which enables the Agent to reach out to the caller	E = 4 M = 3 F = 1 U = 0
10	Call Control	Did Not Interrupt Caller, Avoided Silence, Correct Hold, Correct Transfer Procedure, Update whilst on hold	E = 4 M = 3 F = 1 U = 0
General Comments			

Employee Signature: _____

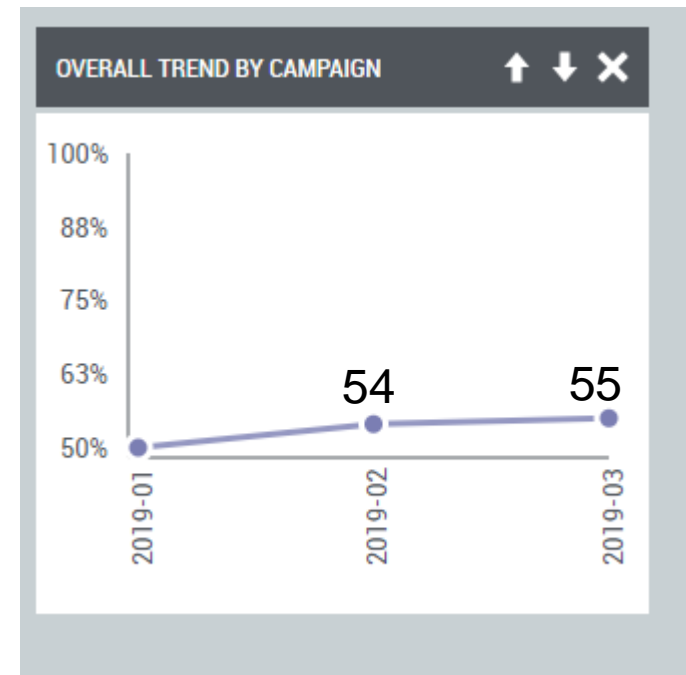
Evaluator Signature: _____

Score:	/ 32
Percentage:	

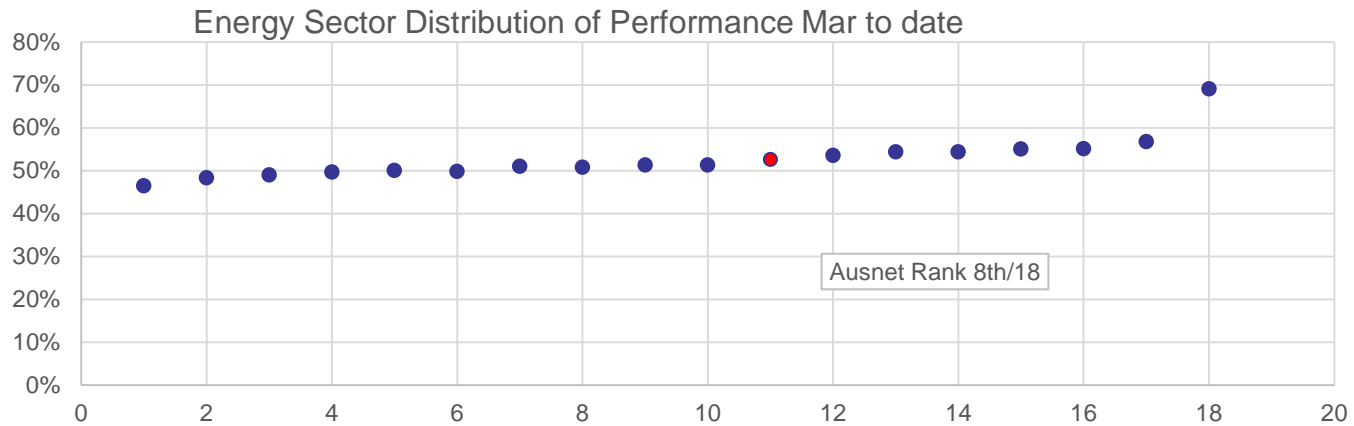
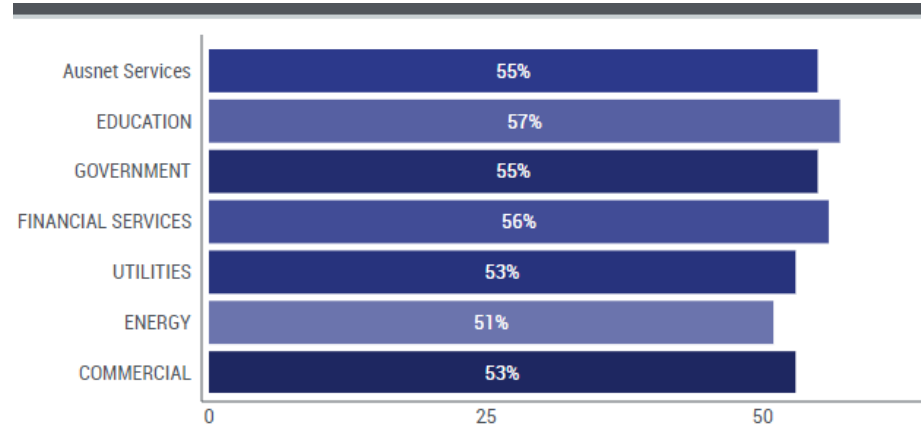
Customer Service Benchmarking (CSBA)



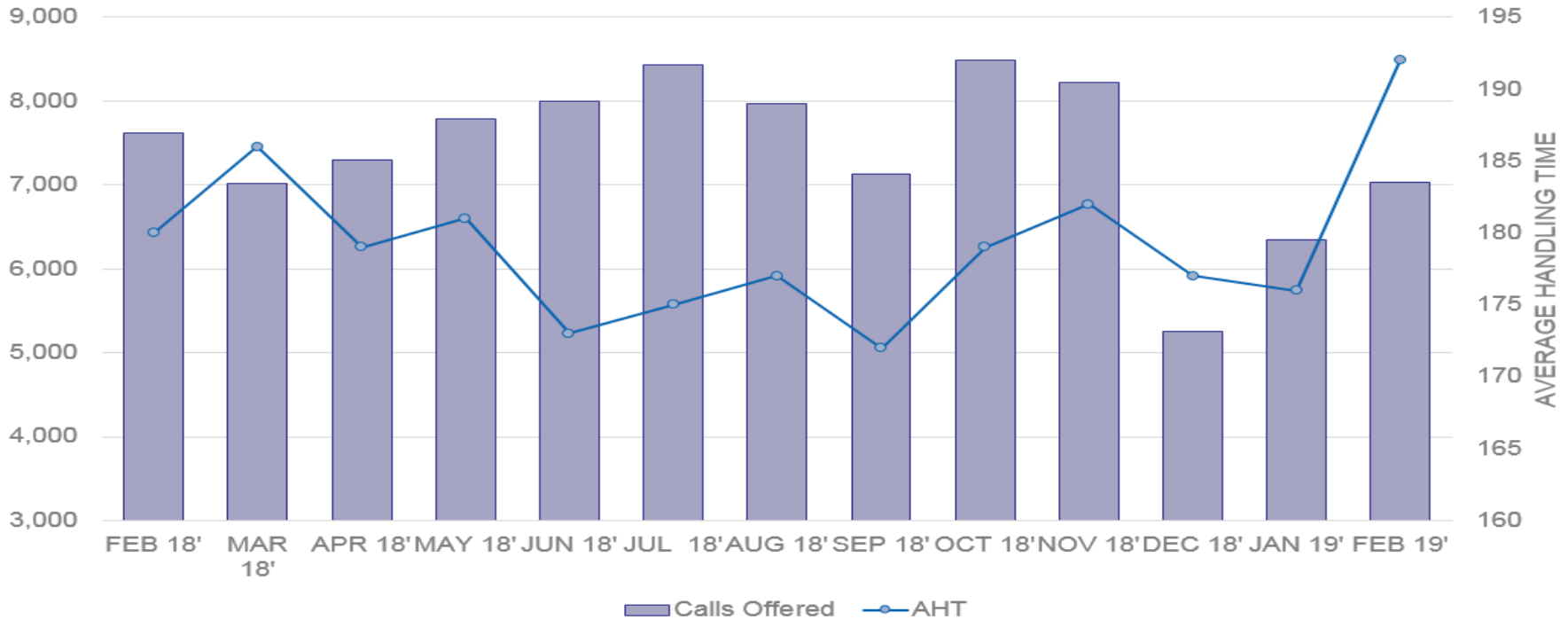
		2019-03		Total	
		Score	Cnt	Score	Cnt
Introduce	Engaging welcome / Introduce	91	11	91	11
	Identifies organisation / Introduce	100	11	100	11
	Provides name / Introduce	100	11	100	11
	Asks for customer's name / Introduce	0	11	0	11
	Clear offer of ownership / Introduce	9	11	9	11
Total Introduce		38	11	38	11
Clarify	Seeks permission to ask questions / Clarify	0	11	0	11
	Asks questions related to the query / Clarify	91	11	91	11
	Uncovers the key motive for the contact / Clarify	82	11	82	11
Total Clarify		59	11	59	11
Resolve	Answers all customer questions / Resolve	100	11	100	11
	Links solution to key motive for contact / Resolve	73	11	73	11
	Seeks customer acceptance / Resolve	9	11	9	11
	Answer unasked questions / Resolve	0	11	0	11
Total Resolve		52	11	52	11
Close	Provides clear summary / Close	36	11	36	11
	Provides a pathway for further assistance / Close	18	11	18	11
	Professional sign-off / Close	100	11	100	11
Total Close		46	11	46	11
Engage	Demonstrates active listening / Attentiveness	91	11	91	11
	Maintains contact / Attentiveness	91	11	91	11
	Did not interrupt / Attentiveness	82	11	82	11
	Thorough and focused throughout / Attentiveness	100	11	100	11
	Maintains control / Managing the interaction	100	11	100	11
	Uses sign posts / Managing the interaction	18	11	18	11
	Uses 'temperature' checks / Managing the interaction	0	11	0	11
	Easy to understand / Appropriate conversational style	100	11	100	11
	Uses respectful approach/delivery / Appropriate conversational style	91	11	91	11
	Uses positive/constructive language / Appropriate conversational style	91	11	91	11
	Avoids jargon / Appropriate conversational style	100	11	100	11
	Appropriate modulation / Appropriate conversational style	100	11	100	11
	Responsive to customer cues	91	11	91	11
	Personalised moment / Personal connection	9	11	9	11
	Uses customer's name / Personal connection	9	11	9	11
Total Engage		71	11	71	11
Total		55	13	55	13



Customer Service Benchmarking (CSBA)



Customer Service Calls Offered and AHT



Increased Feb AHT reflects the Contact Centres extra focus on soft skills/empathy and the overall customers experience.