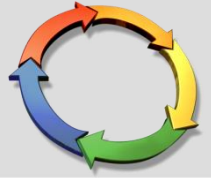


Introducing new staff into the Customer Service Centre

Nasreen Wentzel



Our Customer Service Centre



**What was the
issue?**

**What
improvements
did we make?**

**Outcome
&
Challenges**



Before...

What was our customer telling us?



**"When I talk
to new staff
the calls are just
too long!"**

**"I am placed on hold too
many times."**

**"Your new staff lack
Confidence"**

**What was
important to
our
customer?**

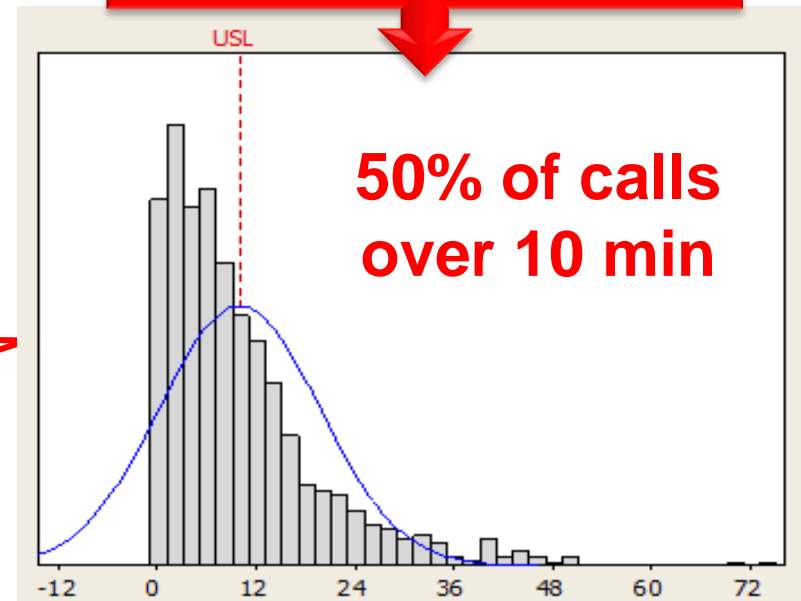
Call duration
no longer
than 10 min



Getting the
correct
information
first time

OUR GOAL

Our Analysis was telling us...



Training

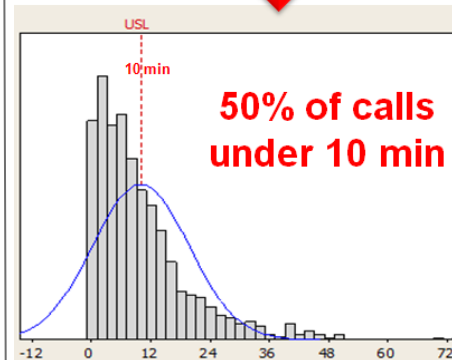
Getting it right from Day 1!!!



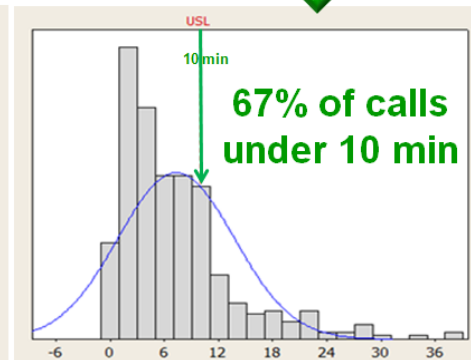
Understanding the root cause and doing something about it!!!



Before

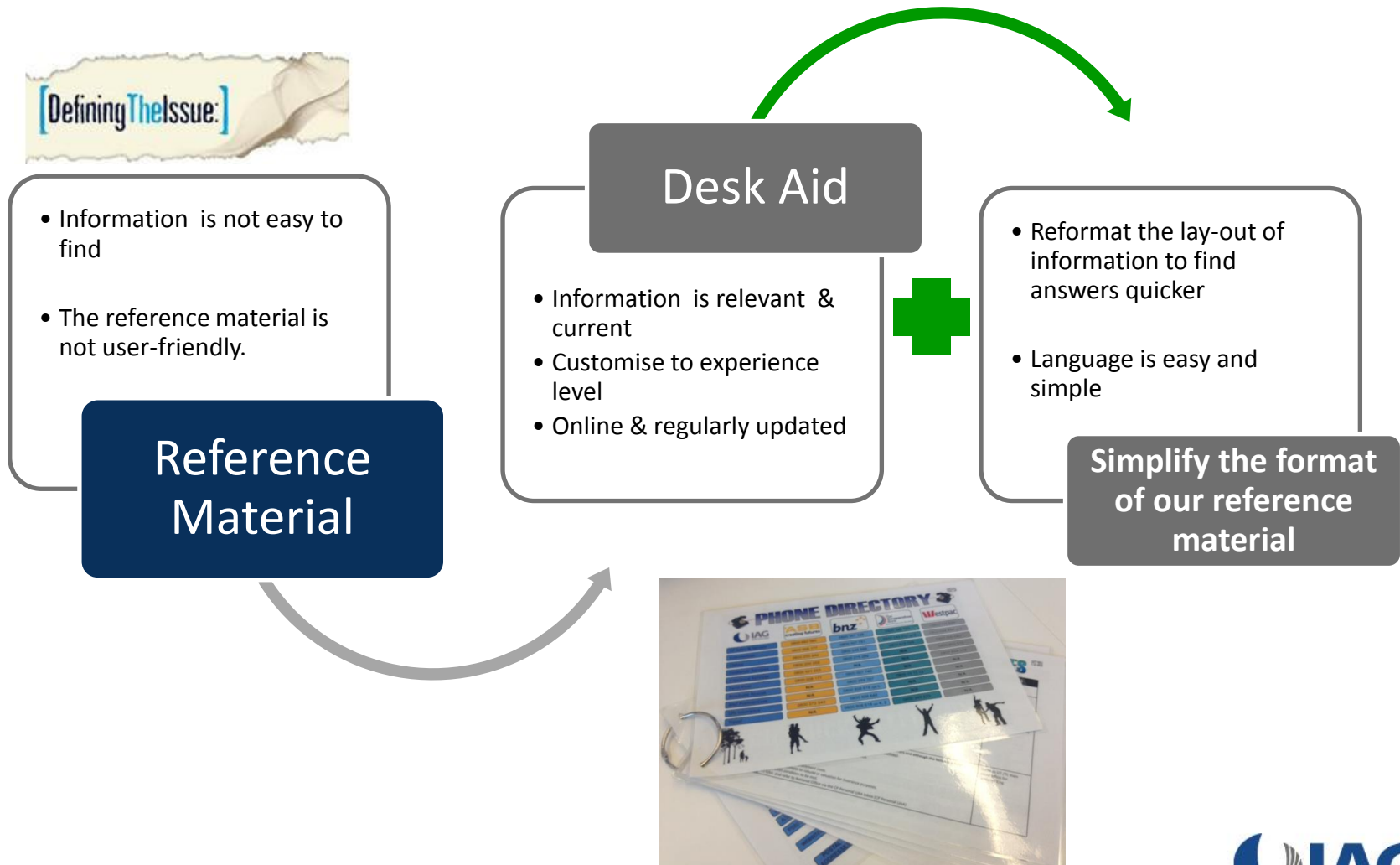


After



Reference Material

Do new staff have the right tools to do their job?



After...

Project Improvements - productivity



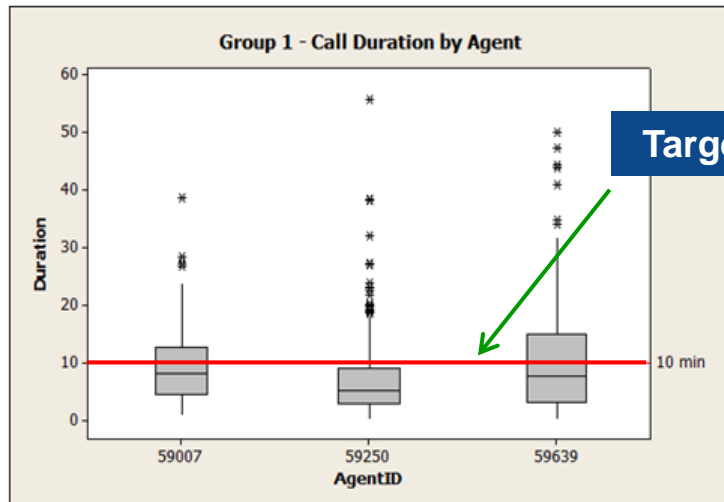
Before:
47 calls per day

After:
81 calls per day

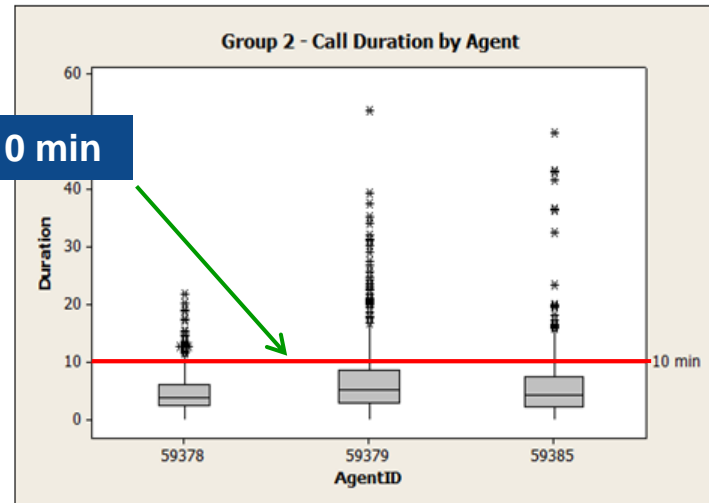
That's an
improvement of
72%

**Productivity of all
staff improved**

Before:



After



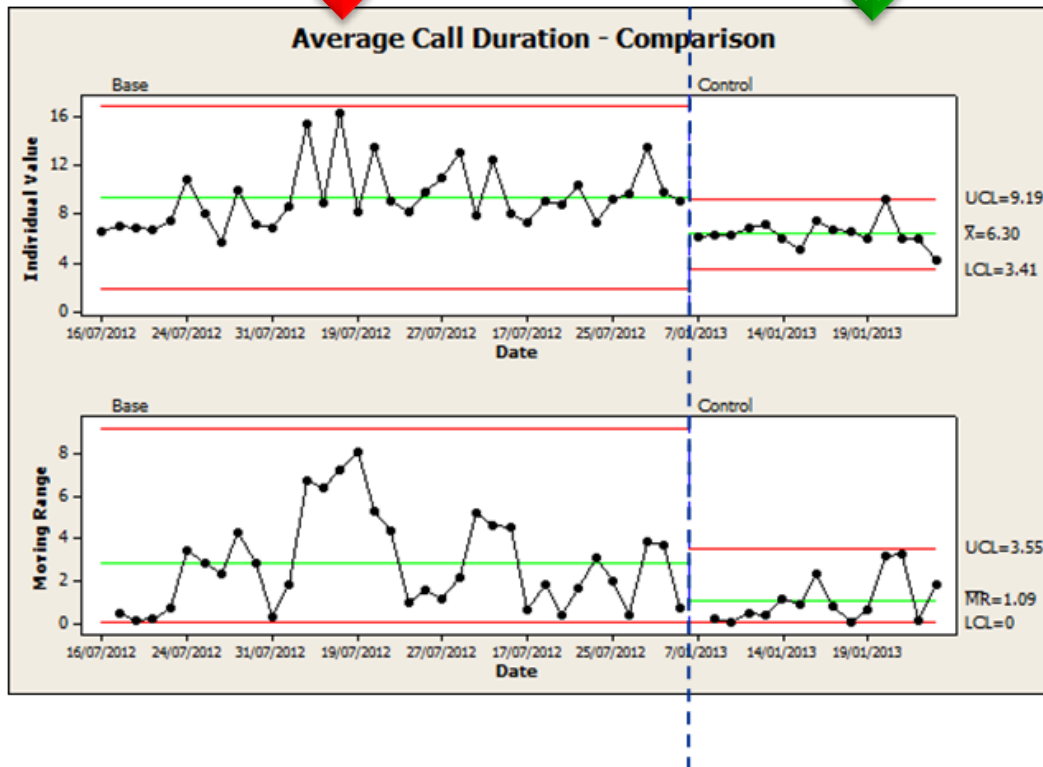
After...

Project Improvements - duration



Before

After



The average call duration came down and there was less variation.

Outcomes...

What did this mean for the Business, People, the Customer?



Challenges...

Turning Challenges into success stories



Support & Engagement

Sponsor Engagement

Key to success is...
COMMUNICATION !!!

Selecting the right project team

Empower team to lead change



Time

My Time

Good time management
Delegating tasks

Project Team

Provide support, meet regularly, get leadership support



Agile to change

In the Business

Awareness and agility

In the project

Accept that we don't have to be 100% better in one thing, strive to be 1% better in 100 things

In conclusion...



Thank You

