

OnDemand Customer Services

A flexible approach to contact centre services

Our nationwide specialist contact centres handle over 3.5m calls per year, with a proven multi-channel model.

Our contact centres currently specialise in the following service types:

Out-of-hours services

Out-of-hours (OOH) services are costly and unpopular to manage due to the working hours involved and employee contract issues.

Highways, Environment, Emergency Planning, Housing Repairs, and Adult and Children's Social Care services all require out-of-hours resource. Delivering these services across separate departments is expensive and reduces the resource available to work core hours.

As a result of our successful partnerships, we are able to offer a **cost-effective OOH multi-channel solution** covering evenings, weekends and bank holidays, including Christmas Day.

Contacts are transferred to our experienced team at specific times and days to suit you and we use our dedicated workforce management team to optimise resourcing to meet both **KPIs and customer service excellence**.

We are committed to providing **comprehensive training** to all our employees enabling them to handle a variety of and often complex enquiries. Using our own CRM, or yours if you prefer, we provide **business critical management information** including contact type and volumes and adherence to SLAs.

Council tax recovery calls

Peaks in demand can cause substantial resourcing issues for Local Authorities at regular intervals during any month when recovery runs are completed for reminders, final notices and summons.

Resource is generally fixed and inflexible leading to very long wait times, high abandonment rates and poor customer satisfaction or, where calls are taken in the back office, employees are moved from billing and collection work.

To **help you manage peaks**, we can handle calls on your behalf using your telephony platform in a number of ways to suit your needs:

- ▶ by transferring **all recovery calls** to us
- ▶ overflowing calls to us after a specified **number of minutes**
- ▶ overflowing calls to us when there are a defined number of **customers waiting in the queue**

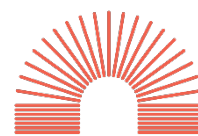
As well as having the right technology in place, our team has a **wealth of experience in dealing with all types of Council Tax enquiries** including the recovery process, encouraging payment and setting up arrangement plans, enabling your council to meet both **processing targets and collections rates**.



Maintain service levels



High customer satisfaction



Flexible approach

Specialist contact centre services

Rail

Our **award winning** specialist multi-channel team has extensive experience within the rail industry. We handle a range of enquiry types including:

- ▶ Safety – from objects on the track and signal failures to derailments and enquiries from landside neighbours
- ▶ Suicide prevention
- ▶ Complaints – noise due to maintenance, lights shining in properties, station complaints
- ▶ Vegetation – over-growing lineside vegetation
- ▶ Managed Station – assisted travel, information about a station, lost property
- ▶ Commercial Property – interest in properties, maintenance enquiries for existing tenants
- ▶ Real-time – people on stationary trains, delays, maintenance queries

TOP 50 companies
for customer service

Top Performer in 2018

Our rail team was recently **ranked 1st in public sector** and 9th overall in customer services by 'Top 50', a mystery call process. The service is delivered 24/7/365 answering telephone, social media, webchat, email and white mail contacts.

Quality is at the heart of everything we do and this was demonstrated clearly in these results.

"Due to the number of people we serve daily, and the scale of the infrastructure we manage across the country, our customer service operation is vital. We chose Civica because of its track record and excellent customer service offering, which includes the ability to deliver a multi-channel, inclusive platform."

Andy White, Customer Service Director, Network Rail

Housing repairs

Housing repairs can generate a high level of contact for housing providers, even when an online solution is in place. We have a wealth of experience in dealing with **housing repairs calls on a 24/7/365 basis** for several clients. Our processes are efficient and our employees professional, we also focus on **maximising cost effectiveness** for our clients.

Our team is fully conversant with **various housing systems** and able to adapt quickly to use any new IT systems if required.

When dealing with **emergency calls**, our team undertakes several checks before defining the call an emergency:

- ▶ Checking tenancy details to establish who the tenant is, responsibility for the repair and whether it has previously been reported
- ▶ Checking the repair meets the client-defined emergency criteria
- ▶ Identifying whether there are any vulnerable residents in the property
- ▶ Offering advice to customers to try and resolve their issue on the phone, where possible.