



**WASHINGTON SUBURBAN SANITARY COMMISSION  
COMMISSION SUMMARY**

**AGENDA CATEGORY:** Customer Relations Team

**DATE:** January 20, 2016

<b>SUBJECT</b>	Quarterly update.
<b>SUMMARY</b>	WSSC Strategic Optimization Project.
<b>SPECIAL COMMENTS</b>	
<b>CONTRACT NO. / REFERENCE NO.</b>	Not applicable.
<b>COSTS</b>	Not applicable.
<b>AMENDMENT/ CHANGE ORDER NO. AMOUNT</b>	Not applicable.
<b>MBE PARTICIPATION</b>	Not applicable.
<b>PRIOR STAFF/ COMMITTEE REVIEW</b>	General Manager Chief of Customer Relations Team
<b>RECOMMENDATION TO COMMISSION</b>	Not Applicable.

# Contact Center Optimization Strategy



## COMMISSIONERS' BRIEFING

January 20, 2015

Derrick Phillips, Customer Relations Team Chief (Acting)  
Mpande Musonda-Langley Group Leader (Acting)  
Mujib U. Lodhi, CIO



# Agenda

- ✓ **Purpose of the Briefing**
- ✓ **Project Timeline**
- ✓ **Current Status**
- ✓ **Summary**
- ✓ **Discussion**

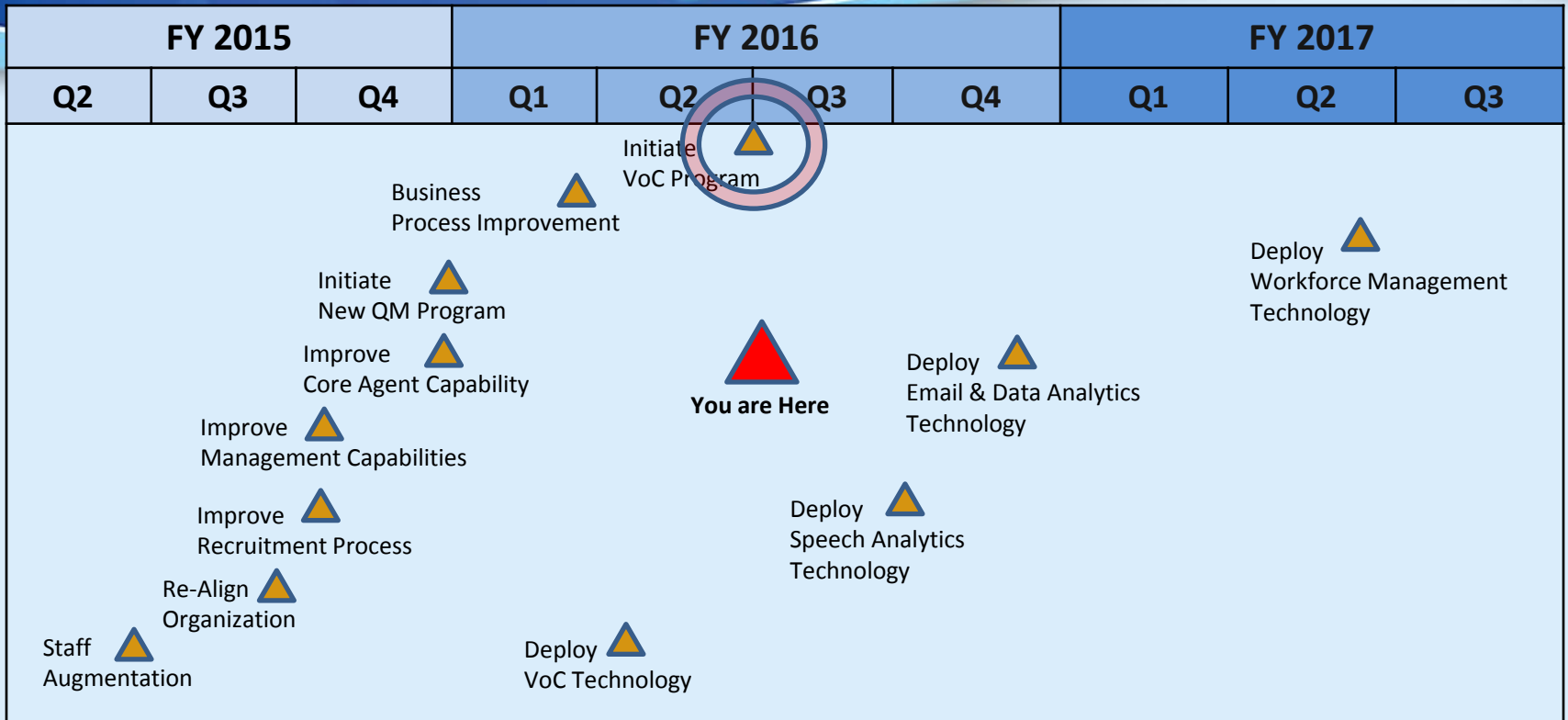
# Purpose of the Briefing

*In August, 2015 we reported the Status of the Contact Center Optimization project to the Commission. In that briefing, we described call center performance metrics along with performance targets to be realized by Jan, 2016.*

*Today, we will briefly present how we performed relative to promised targets.*

# Project Timeline

Project



Forecasted Results

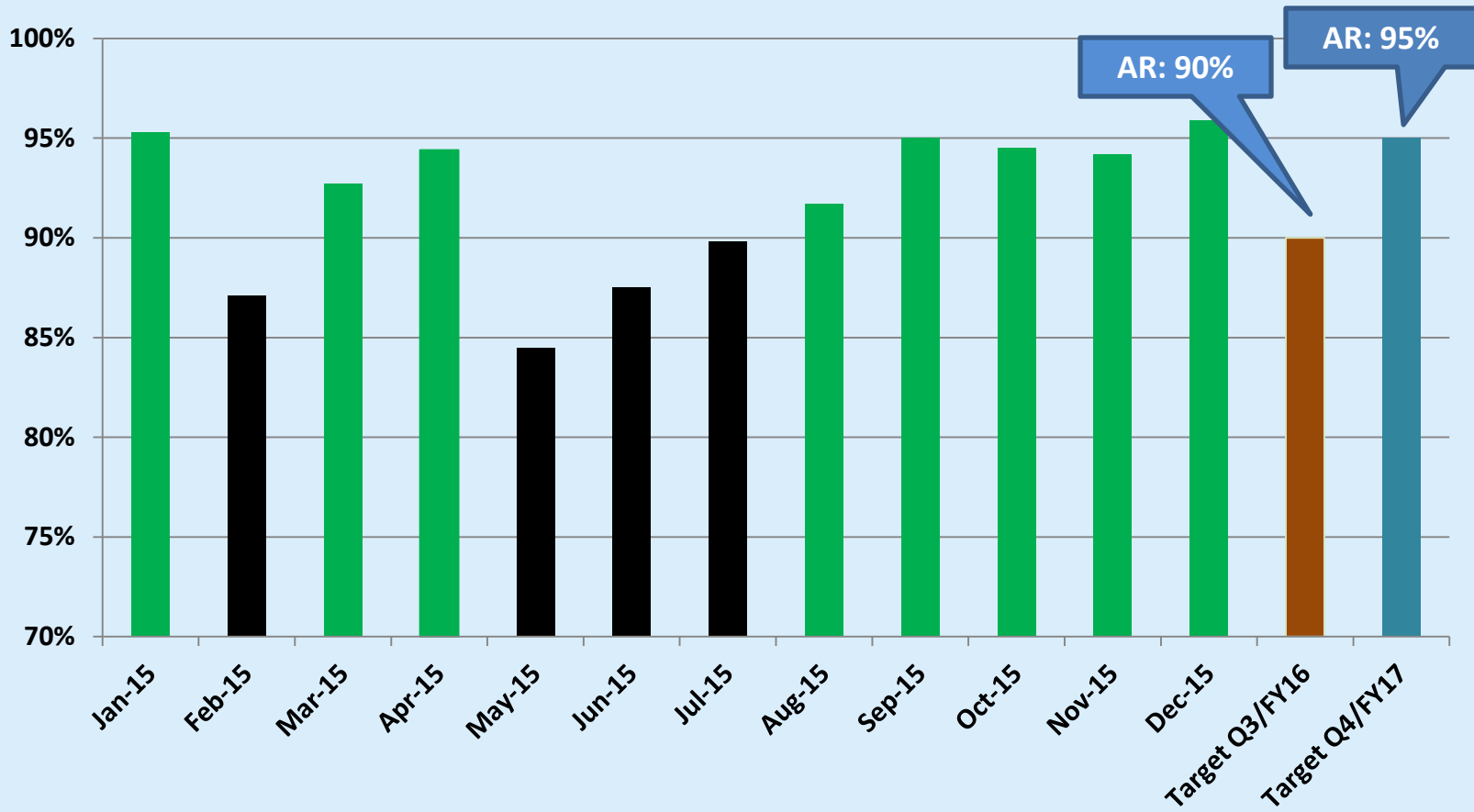
AR = 90%  
SL = 80/180

9-12 Months

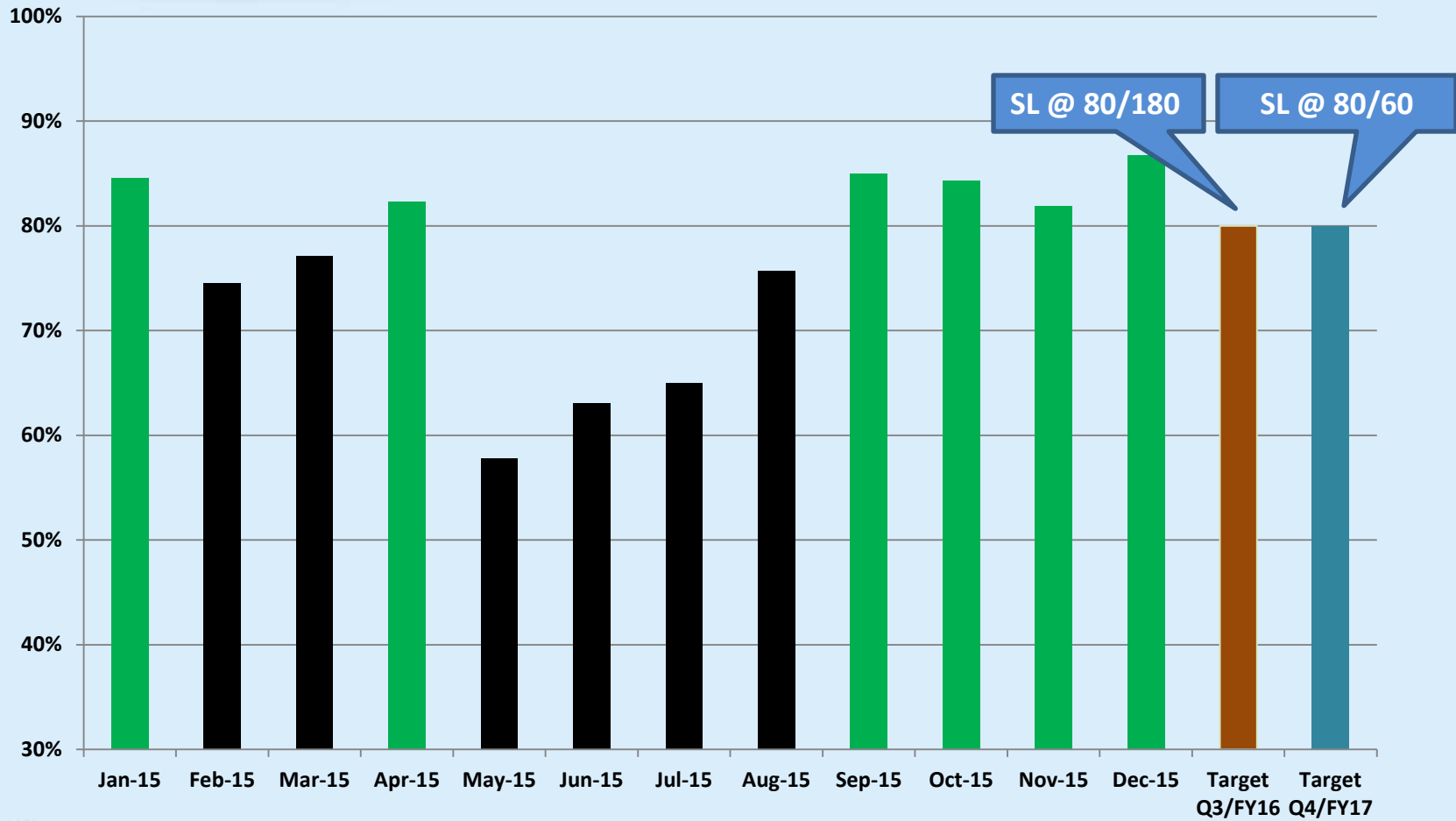
AR = 95%  
SL = 80/60

24-28 Months

# Current Status - Answer Rate



# Current Status – Service Level



# Current Status – Voice of the Customer

- **Customer Satisfaction Survey (Voice of the Customer) project went live on 12/30/2015**
- **Survey takers are asked:**
  - **Were you satisfied with the service you received?**
  - **Did we resolve your problem?**
  - **Rate the agent's knowledge and helpfulness**
- **Enables us to measure Customer Satisfaction (CSAT) and Call Resolution statistics**
- **Will report preliminary data in next status update**



# Summary

- **We have met the promised Q3/FY2016 performance targets**
- **Next level of performance targets (Q4/2017) will be harder to reach but doable**
- **Continuous effort ongoing to sustain and improve upon these metrics**
- **Customer surveys (VOC) have been implemented; this will help us incorporate customer perception data in our decision making**
- **Will be providing another update in 3 months**

# Contact Center Optimization Strategy

DISCUSSION