

TELEPHONY TASK GROUP

First meeting held on 27 January 2009

Terms of Reference – ‘To review use of the new telephone system to ensure it meets the needs of all stakeholders working practice, procedures and work allocation of specific areas that are identified.’

The group was formed as Members considered the telephone system was failing as follows:-

- (a) When direct lines were called, often the officer was not there and no-one else picked up the call
- (b) No voicemail
- (c) Staff have difficulty in transferring calls
- (d) Calls were not forwarded to mobiles

Feb 09

- Approx 20 key contact staff for Members identified
- Staff randomly called to check they were logged on
- Members asked to log problems with officers on the Task Group
- Key users highlighted and workshops held with Heads of Service to explore specific requirements
- One Contact Centre Team Leader taken out for the month of March 09 to look at the whole of Telephony in their area
- Members invited to join basic training

March 09

- Staff training commenced 4 March 2009 – this was delayed due to the lack of availability of a trainer and was also due to some unresolved system problems
- Sarah Boddy from Work Inc invited to meeting to discuss telephony and the new building
- Cllr Wright met with Harry Rai and Jeakins Weir to discuss telephony linkages with Jeakins Weir
- Telephone system has crashed with concerns over the robustness of the system
- User guide to be reissued to staff
- Customer Service Action Plan overview given

June 09

- System reported as being more stable
- New IT help desk set up and more technicians available to provide assistance if required

July 09

- Commencement of basic telephone training for staff at their desks to ensure system used correctly
- Staff reminded to use their landline in preference to their mobiles as often as practicable

September 09

- Staff training complete & staff asked to book through IT for any further 121 telephony training
- Outlook calendars made public by default to enable staff to be aware when others were away from the office or on annual leave
- ‘How to’ videos set up to assist staff with their basic telephony requirements

October 09

- Business case put together by Jane Lang to go to the Extraordinary Efficiency Task Group
- Mobile phone costs investigated as mobile phone usage had risen dramatically

January 2010

- Customer Service Survey carried out which highlighted staff members with the highest percentage of attempted calls which failed due to no answer and no voicemail – exercise was repeated twice to check for improvement
- Worst offenders recalled and offered more training

March 2010

- Functionality to be looked at for use by staff with differing work styles
- System much improved over last 12 months

May 2010

- Confirmed Phase 2 linked into technology for the new build
- Functionality to be looked at for use by staff with differing work styles
- System much improved over last 12 months

June 2010

- Phase 2 Project Plan discussed
- Conference call trail considered
- Customer Service training plans discussed
- PDA user review to be conducted
- SMS messages very high – to be investigated