

# Appendix 2

		2022																Notes			
		03-Jan	10-Jan	17-Jan	24-Jan	31-Jan	07-Feb	14-Feb	21-Feb	28-Feb	07-Mar	14-Mar	21-Mar	28-Mar	04-Apr	11-Apr	18-Apr		25-Apr	02-May	
Owner	<b>Quick wins</b>																				
	<b>Prioritise quick wins</b>																				
K&E	<b>IVR Changes</b>																				
	Speed and Pacing - Revise messaging to reduce speed of delivery																				
	Structure of IVR – Delete complaints option																				
	Structure of IVR – Prioritise bulky waste option																				
	Best practice IVR design principles in new service onboarding																				
CQ	<b>Operations</b>																				
	Contact Centre opening hours																				
	Multi skilling across Assistants																				
	Prioritisation of work																				
K&E	<b>Performance</b>																				
	Resource planning and workforce management																				
	Resource efficiency / Assistant Activity																				
	Variation in task completion																				
	Knowledge Management																				
CQ	<b>KPIs</b>																				
	Create reports based on current data																				
	Identify gaps in data																				
	Collate outstanding data																				
	Produce initial reports																				
	Action plan to resolve any issues they highlight																				
	Repeat Calls																				
	Cases closed in SLA																				
	CSAT emails																				
	Quality Initial assessments																				
	Reporting process defined																				
	Commence Monthly reporting cycle																				
	Programme	<b>Process &amp; Prioritising Change</b>																			
Prioritising change process																					
<b>Onboarding Process</b>																					
	Onboarding process definition																				
DS	<b>Longer term changes</b>																				
	<b>IVR Changes</b>																				
	Queue Management - Set up to advise callers of their position in queue																				
	Proactive Messaging																				
DS	<b>Performance</b>																				Requires external engineering time may want to run when engineer is available
	Resource planning and workforce management - Mitel																				
DS	<b>KPIs</b>																				To consider with External Engineering time short self serve Telephony survey Requires Updated DPIA
	CSAT - voice																				
	Quality – full call recording																				
Programme	<b>On-boarding</b>																				Will require some form of automation at point of transition
	On-boarding plan for 2022 defined																				
	Readiness for onboarding - Service communications																				
	Scoping Onboarding 1																				

**Other items to be considered:**

- Automation of Next Web forms operational benefit to hub - potentially Bulky Waste (TBA)
- Scoping of Building Control does this require operational efficiencies first in Hub - web forms and efficiency in BC
- Refinement of Current WM, OSS, Enforcement, R&F use of Dynamics e.g. abandoned vehicles Bulky Waste