

# EWS Contact Centre



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# Contact Details



- 24/7/365
- Toll Free Line – 080 13 13 013
- SMS - 43554
- Fax - 0313118220
- Email – Eservices
- Facebook/Twitter

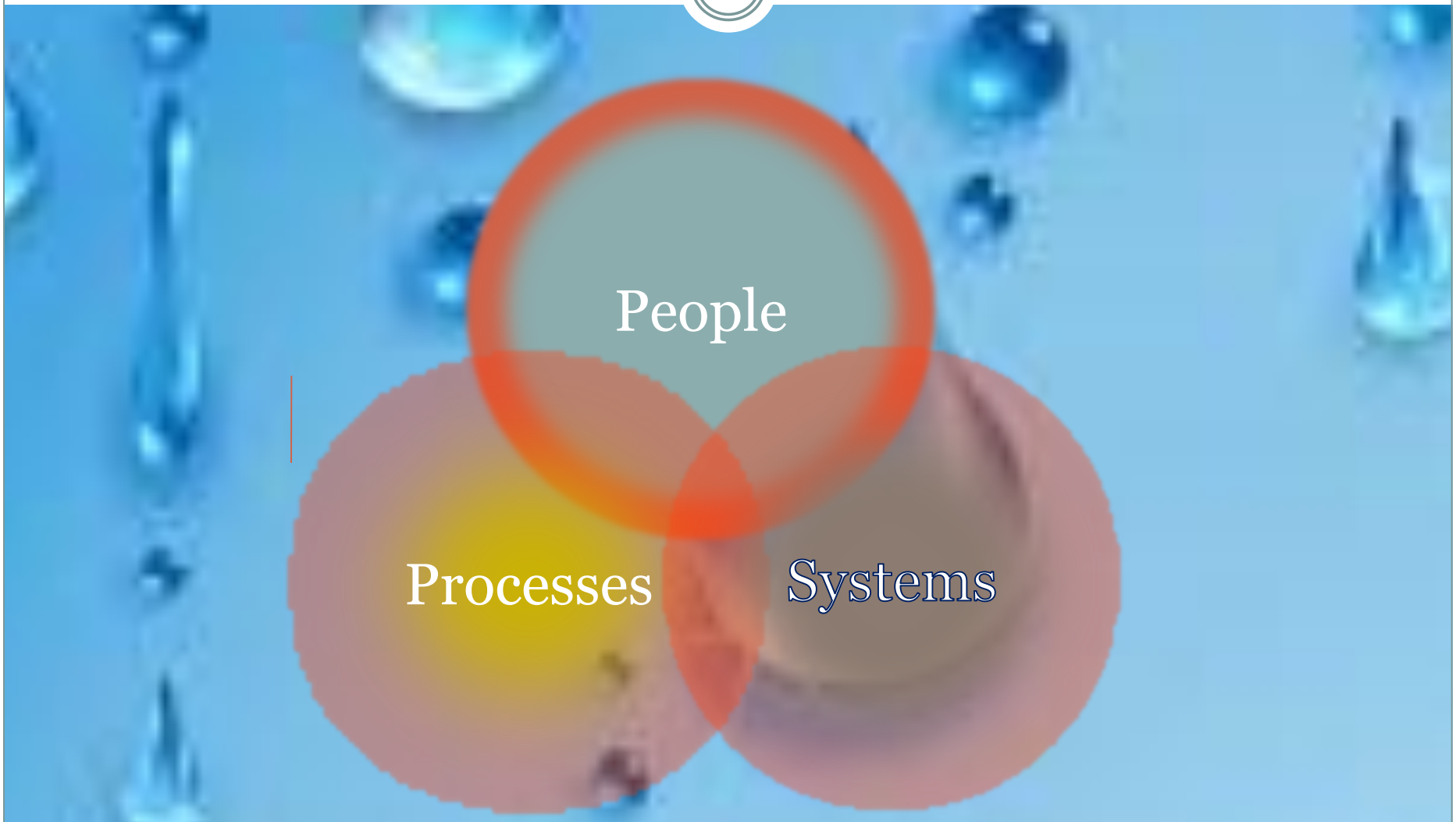
# Critical Elements



People

Processes

Systems



# SYSTEMS



- Genesys: Automatic Call Distribution system
- Genesys Voice Recorder(Dispute Resolution, quality assurance and Training Purpose)
- Customised Information management system (Customer Reports)
- Document Management System, ++ email, faxes, social Networking

# TYPE OF REPORTS



## ● Water

1. Burst pipes on Road or Verge
2. No water complaints
3. Leaking pipes on Road or Verge
4. Leaking meters
5. Broken/leaking Hydrant
6. Leaking Standpipes
7. Stolen Meters
8. Water Billing queries

## ● Sanitation

1. Main line blockage
2. Missing Manhole cover
3. Sewer Pollution or Odour
4. Damage to sewer infrastructure

# TYPE OF REPORTS



## ● Roads & Storm Water

1. Damaged Road
2. Blocked Inlet
3. Damaged Sidewalk
4. Damaged Kurb
5. Pothole
6. Sink Hole
7. Missing manhole cover

## ● Traffic Signal Faults

1. All out
2. Bulbs out of order
3. Amber bulb out of order
4. Arrow not working
5. Flashing
6. Lantern Damaged
7. Lantern Twisted

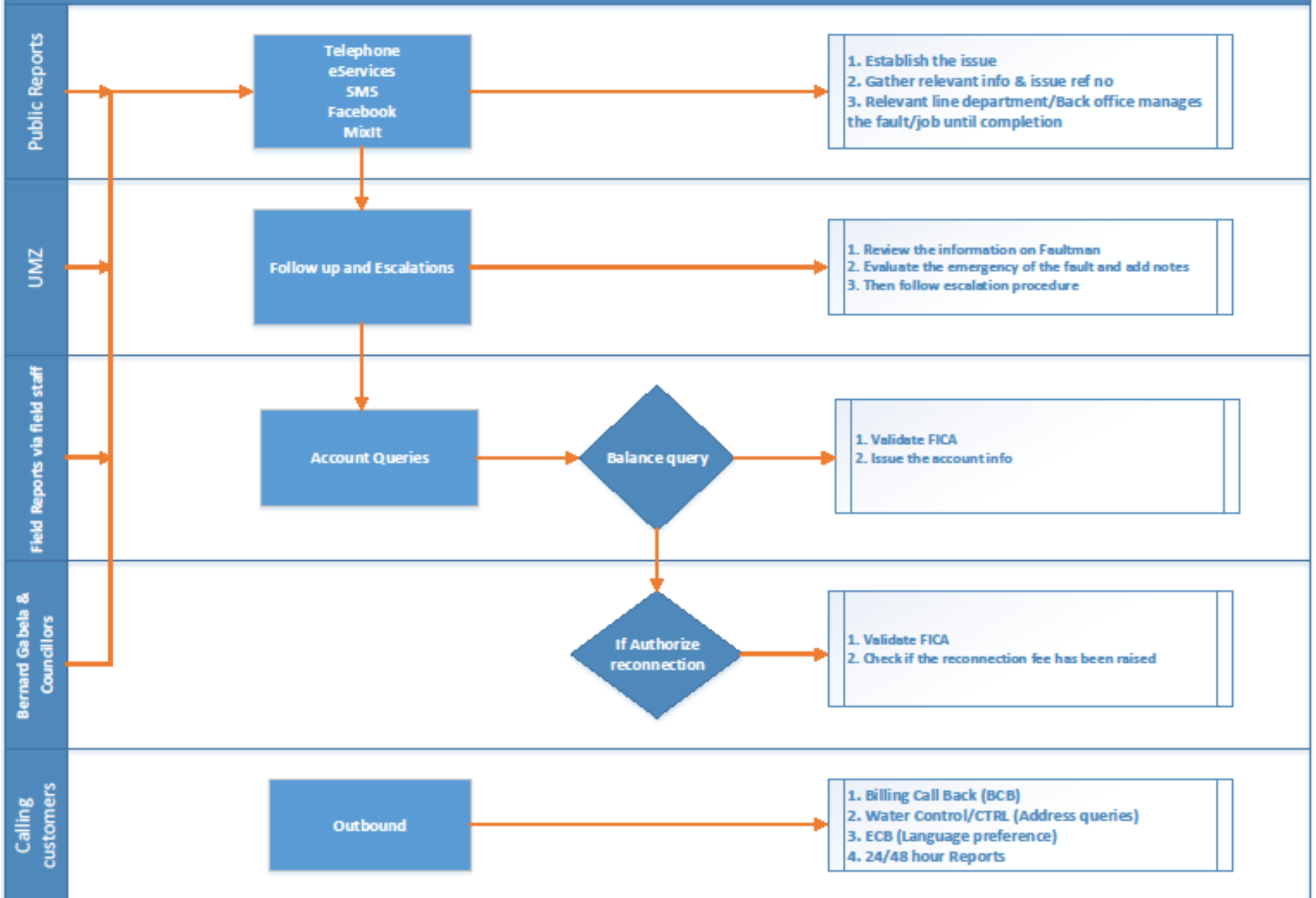
# WORKFLOWS



- Reports are acknowledged
- Interpretation /verification of information
- Registered in system
- Issued a reference number
- Closure sms sent to customers on completion
- Billing different



# CC Workflow Diagram



# January Call Centre KPIs



## PERFORMANCE INDICATORS

**January  
68342**

**1**

**Percent of Abandoned During the Queue**

**6%**

**2**

**Percent of calls returned to Queue (RTQ)**

**0.04%**

**3**

**Percent of calls answered.**

**81.00%**

**No of Calls Recieved:**

**68342**

**No of Calls Answered:**

**63309**

**Average Calls Abandoned:**

**6%**

**Totals no of Call Returned to the Queue:**

**28**

**Average Service Levels**

**81%**

**Average Efficiency**

**92.60%**

**Average Calls Returned to the Queue**

**0.04%**

# ESCALATION PROCESS



- Dissatisfaction/Dispute resolution
- Supervisor on duty on shift
- Disputes are logged and redirected
- Usually via email
- Saved to Sharepoint
- Requests sent to line Dept to resolve and reply
- Tracking mechanisms in place
- Levels of escalation within the Unit

# Process Plan

General Fault Reports

Toll Free Line  
0801313 013

Water Billing

Water and Sanitation, Roads, storm water, Traffic signals, pollution

24/7/365

Billing information  
Meter readings  
High Consumption  
Meter functionality  
Acc Adjustment  
Water Loss Insurance  
etc

Electronic Services  
SMS – 43554  
Email -  
[Eservices@durban.gov.za](mailto:Eservices@durban.gov.za)  
Facebook, twitter

**THE END**



**Thank You!**

**“Qs & As”**

