

Call Center Status Report

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Call Center Justification

- Call Center was formed to realize efficiencies from peaks and valleys in call volume
- It was surmised that a combined Call Center would result in...
 - higher rates of handled calls
 - shorter wait times
 - more flexible/centralized information delivery
 - improved customer satisfaction
- All of these suppositions proved accurate



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Inception

- The Call Center went live on February 7th, 2005 at 8:00 AM
- Staff from Treasurer, Appraiser, County Counselor
- Originally 8 specialists and 1 supervisor
- Added 9th specialist later in 2005 from Elections



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Sudden Impact

	2005	2004 App	2004 Treasurer	2004 Total	Change
Attempted	212,204	59,161	154,001	213,162	-0.4%
Handled	183,240	49,927	104,216	154,143	18.9%
Abandoned	28,955	9,228	49,766	58,994	-50.9%
< 20 sec	109,780	36,217	19,602	55,819	96.7%
% Handled	86.4%	84.4%	67.7%	72.3%	12.1%
Avg Wait	1:14	0:41	3:41		-0:57
Avg Handle	2:30	2:24	2:58		-0:11



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Magnum Force

	All Time	2005	Change
Attempted	1,475,589	212,204	
Handled	1,336,921	183,240	
Abandoned	138,668	28,955	
< 20 sec	883,076	109,780	
% Handled	90.6%	86.4%	+4.2%
Avg Wait	0:47	1:14	-0:27
Avg Handle	2:21	2:30	-0:09



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Human Services

- In 2011, the Human Services Division saw an opportunity to gain efficiencies and standardize client contact via phone.
- Partnered with DIO/IT to create a Human Services area within the Call Center.
- Additional 3 specialists and 1 supervisor.
- Eliminated 2 FTE no longer needed



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Human Services

- New area went live on Dec 1st, 2011
- Most public phone contact with Human Services is through the Call Center
- Average call duration under 1 minute
- Staff answers 800 - 1,000 calls per day
- Last step: Position equalization



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In the Future

- Call Center staff from the Tax and Human Services areas will be cross trained to assist with peak call volume.
- Work with other departments who have similar functions; where can further consolidation occur?



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Questions?



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