

The South West Contact Centre Awards 2014

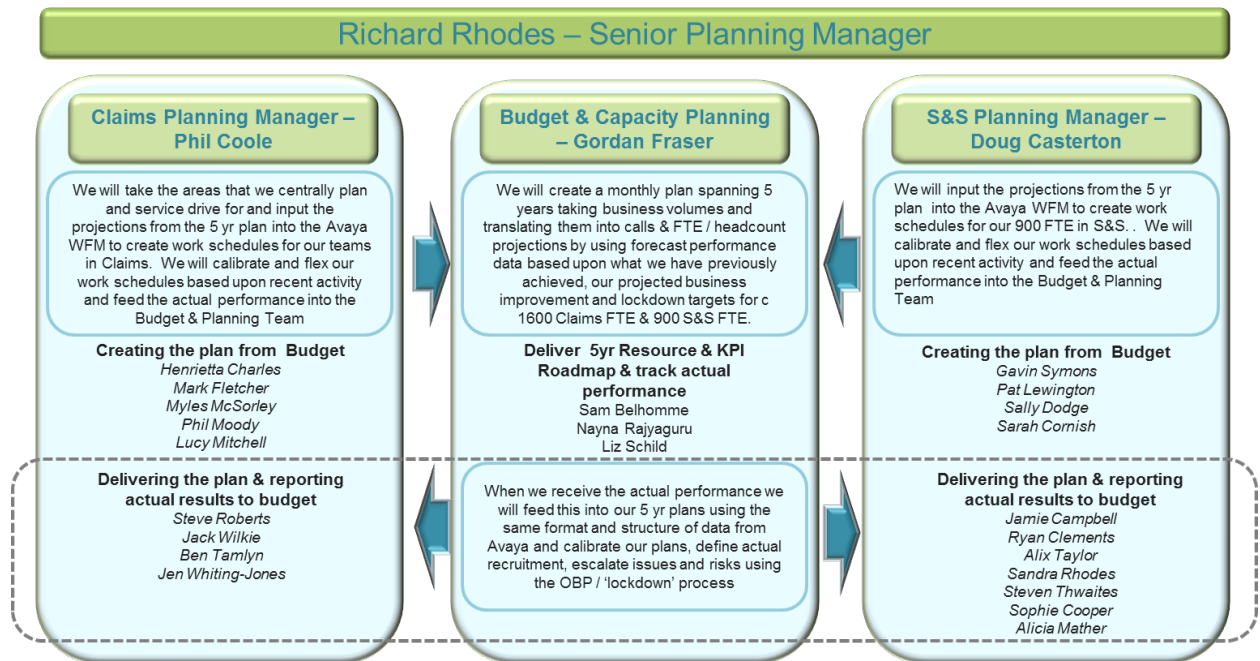
Support Team of the Year – Supporting Document

Appendix 1

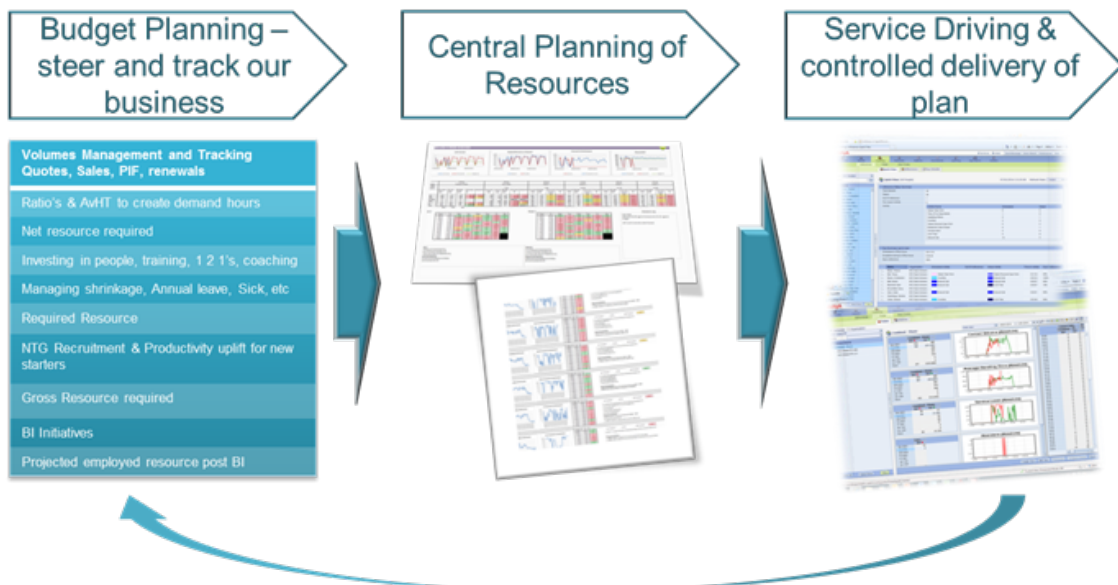
New Operational Performance Structure



Appendix 2 Planning Team Management Structure Chart



Appendix 3 Planning Team's Cyclical Process



Appendix 4

Testimonials

Peter Sinden – Director of Sales & Service

“We have seen a remarkable transformation in the Planning Team over the last 18 months, which has greatly contributed to our amazing business results and ever rising customer satisfaction levels.

“Our relationship with the team had hit rock bottom as there were inconsistencies and anomalies within the planning process that impacted our people and their ability to serve our customers. Also, the team were so focused on the numbers they forgot our people and our ‘customer first’ strategy. The guys have completely turned this around and have become, with us ‘one team’ and integral and trusted allies.

“The budget and short range plans are joined up and most importantly, accurate. There is now one version of the truth and if we do deviate from plan the team are already ahead of us in analysing the route cause and addressing issues if required. Most importantly for me, the team really worry about and focus upon achieving the best outcome for our colleagues and balancing the best customer service possible, with amazing bottom line results. Their innovative and creative approach, for example with lifestyle shifts continues to impress me.”

Feedback from Q&A session with John O’Roarke (GI Managing Director) with Bristol Claims Handlers

Q. JOR – How are things in Bristol, working hours etc?

Bristol Claims Handler

“At first it was difficult with the new Avaya system. Now you're able to move them around to suit you, if you have an appointment then you can change your shift. Also we are now able to bank hours in claims. It’s brilliant as you can take it off now and work later in the year when you are needed to.”

Adele Hilton – National Accidental Damage (AD) Claims Manager

“Over the last year the planning team have become an integral part of the Claims AD Operations. Not only have we seen continuous improvements in our telephony and work state performance but we’ve worked together to reshape our AD Operation to make it much more efficient whilst improving the lifestyle proposition for our people.”

Brian Hodge – Director of Claims Customer

“Over the last year we’ve really engaged with the Planning Team and as a result our resource models are in the best shape they’ve ever been in and the introduction of Avaya Planning and Service Delivery has helped us optimise our Operation.”