

Update on SSDC Telephony

Lead Officers: Jason Toogood, Customer Focus Support Manager
Roger Brown, ICT Manager
Contact Details jason.toogood@southsomerset.gov.uk or 01935 462107
roger.brown@southsomerset or 01935 462632

Action required

Members of the Scrutiny Committee are asked to note and comment on the report.

Purpose of report

A report was made to Scrutiny Committee on the 4th August 2015 regarding the new telephony system and some of the issues that had arisen in its implementation. This is a follow up report to update members of the current situation.

The current Position

All of the previous issues have been resolved. As always with new technology small bugs are introduced with software updates that require resolution. However, in terms of the issues reported previously:-

- **Call conferencing doesn't work so the Customer Services Management System cannot yet be activated.**
 - Update The technical issues around call conferencing have now been resolved and the replacement Contact Centre system for Call Handling and Management System has been in use since Tuesday 15th December. This has gone well and returns the call facility to produce data on calls and performance statistics. Provision of this data will start again from 1st January 2016 being the next full month.
- **Call transfers are causing a small number of calls to be cut off i.e. those that are to services to ask a question and then taken back. This happens more frequently when the Contact Centre is really busy. At present calls are not being transferred back to Customer Services to alleviate this.**
 - Update - cut off problem has been reduced to the point that the workaround is no longer in place.
- **Calls are cut off sometimes due to duration of call (the call starts as soon as the telephone rings).**
 - Update – this has been resolved.
- **Call quality – dalek voice and sometimes poor but this can be down to a call from a mobile phone.**
 - Update – we now believe that any poor quality issues are mobile phone related.
- **Call volumes are still high leading to queues and complaints about not getting through.**
 - Update - call volumes have reduced leading to queues happening only at peak times. Complaints about not getting through have all but disappeared.

The Mitel product that enables the queue to be managed and provides the performance data was tested and then rolled out across the authority on the 15th December 2015. This has been successful and performance reports will be available in the New Year.

An example of the live data is shown below:-

