

## December 2019 – Contact Centre Service

### Why the survey is taking place and the purpose

This month our survey was about our contact centre. We want to understand what our customers expect from our contact centre so we can offer you a simply brilliant service.

### How many users took part in the survey

Total of surveys completed – 211

myGreenSquare - 134 Phone - 35 Post - 23 Unknown - 19

### What you said

Almost three quarters of customers said they had interacted with our contact centre in the last month either by phone, email, myGreenSquare, social media, letter or in person.

We asked customers to think about the last time they contacted the contact centre and how satisfied they were with the following: The responses are shown below.

	1 (not at all important)	2	3	4	5 (very important)
Speed of response	14 10.37%	4 2.96%	18 13.33%	26 19.26%	73 54.07%
Handling of query	12 8.96%	9 6.72%	13 9.70%	33 24.63%	67 50.00%
Attitude of Contact Centre	10 7.46%	5 3.73%	14 10.45%	29 21.64%	76 56.72%
Speed query resolved	18 13.53%	10 7.52%	17 12.78%	21 15.79%	67 50.38%

We also asked customers to think about the last time they contacted the contact centre and how important the following were to them:

	<b>1 (not at all important)</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5 (very important)</b>
<b>Speed of response</b>	<b>1 0.74%</b>	<b>3 2.21%</b>	<b>17 12.50%</b>	<b>30 22.06%</b>	<b>85 62.50%</b>
<b>Handling of query</b>	<b>2 1.49%</b>	<b>3 2.24%</b>	<b>13 9.70%</b>	<b>24 17.91%</b>	<b>92 68.66%</b>
<b>Attitude of Contact Centre</b>	<b>2 1.49%</b>	<b>3 2.24%</b>	<b>10 7.46%</b>	<b>17 12.69%</b>	<b>102 76.12%</b>
<b>Speed query resolved</b>	<b>4 3.03%</b>	<b>2 1.52%</b>	<b>14 10.61%</b>	<b>23 17.42%</b>	<b>89 67.42%</b>

75% of customers surveyed agreed they were satisfied with the overall service provided by the contact centre.

Nearly three quarters of customers said they would be likely to recommend a friend to GreenSquare.

### **What we did**

#### **Outcomes/Changes made as a result of the survey/Comments from Managers**

We are currently in the process of implementing changes to our customer Contact Centre in order to improve our service in line with what you've told us is important.

Because of the feedback in this survey, we are focusing on improving our ability to fix your problem first time and resolve your queries in a reasonable timeframe. We will be running the survey again once the changes have been implemented to show we've made a difference to your experience of our services.