



**TEAM AUSTRALIAN KEY PERFORMANCE INDICATORS  
CALL CENTRE SERVICE LEVELS**

CALL CENTRE & CUSTOMER MANAGEMENT		REQUIRED OUTCOMES
<b>1.</b>	<b>Call Centre</b>	
1.1	Calls Abandoned	Less than 5% of Callers who hang up while they are still in queue.
1.2	Call Centre Service interruption (Downtime)	99% operational availability during the hours of operation, including a full disaster recovery plan
<u>1.3</u>	Service Hours	8am – 7pm Monday – Friday. 9am – 2pm weekends. Public Holidays and 24/7 services by negotiation
1.4	Percentage first call resolution	80% of calls handled without escalation
1.5	Average talk time per call	2 - 5 minutes (may vary depending on changing client requirements and processing times).
1.6	Grade of Service	Time in queue before call is answered; 80% of calls within 30 seconds, maximum time in queue 2 minutes (may vary depending on changing client requirements).
1.7	Call Answering & Representative Availability	The number of trained agents available to take calls will be based on the Erlang C formulae. Ascertained by the number of calls to be received per hour, by the call duration, with 80% of calls answered within 30 seconds, less than 5% abandoned.
1.8	Call Overflow Services	TACS will provide automated facilities to capture the phone numbers of callers who are unable to reach a TACS representative during call spikes. These numbers will be used by TACS staff to call back missed calls.



**TEAM AUSTRALIAN CUSTOMER SERVICE  
CLIENT REPORTING**

Daily & Weekly reports are provided as set out below:

<b>Total Calls Received</b>	The total number of calls received and calls answered. Reports itemised by service group, and by area
<b>Switched Calls from CCS Consultants</b>	The number of calls switched from the TACS service groups to available staff in the client offices
<b>Consultant Answered Calls</b>	The number of calls received, answered and queued by TACS agents in the Sydney contact centre
<b>Abandoned Calls</b>	The number of calls abandoning the lines after the call has been received at the TACS contact centre.
<b>Calls Answered without Queuing</b>	The number of calls received and answered by TACS consultants without being queued.
<b>Queue Time</b>	The total average time of all queued calls.
<b>Average Live Talk Time</b>	The average time a TACS consultant spends on the call with each caller. Excludes IVR announcements and queue time
<b>Total Call Duration</b>	The average call duration for all telephone service groups, including live talk time and transfer time.
<b>Service Levels</b>	A summary of TACS Service Level compliance .
<b>Call Recordings</b>	Wav files will be provided to clients on request, for checking and review
<b>Database Records (From Filemaker Pro)</b>	Records of all call actions and customer feedback to the service, are provided daily by email to all TACS clients. A reporting application for mobile and hand held devices will become available during 2012.