

Customer Services

31st March 2016



Temporary Contact Centre v0.1



Set up phones and face to face in the TIC Monday 7th December.

Customer Services

Oh dear!!



My shoes!!



Self Service



Phone Room – 14th Dec





Smarter Services Delivery Project (phase 1)

- Overview
- Work to date – New website

Website

- Live Sept 2015
- Transaction based site with deep integration
- Pages cut down from 3,000 to under 300



SMARTER SERVICES DELIVERY .1 OVERVIEW

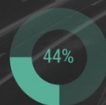
MARCH 2016



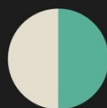
8700 MYACCOUNT USERS



29% OF CUSTOMER CONTACT ONLINE



DECREASE IN EMAILS



53% of small containers now collected
by customers



**NEW CARLISLE.GOV.UK
PLUS 5 MINI SITES LAUNCHED SEPT 15**

1014

Increase in Council
Tax Direct Debit
Payments



63%

Of Allotment
applications made
online



2188

Online forms
received for waste
services. 25% of
transactions



27 NEW ONLINE TRANSACTIONS



E-billing

6470 sign ups - 4000 live accounts
10.2% of bills now sent via email.



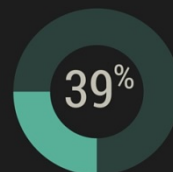
Online Change Of Address

8176 Online Change of addresses taken



Appropriate Technology

A new responsive carlisle.gov.uk
platform for future development



Of Pest Control bookings
made Online

Smarter Services Delivery (phase 2)

- CRM built “in-house” with salesforce.
- Leaner service processes
- More on-line service requests
- More done in the contact centre