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Vision and Objectives

Objectives



Customer
Experience Strategy



Deliver an
Outstanding
Customer
Experience



Reduce Customer Effort



Support Successful
Tenancies,
Neighbourhoods &
Communities

Business Vision

To implement a fully functional Contact Centre, Customer Relationship Management system and Self Service Portal allowing customers to access services via Phone, Email, Portal, Web chat, SMS and Social Media.

To implement a system which enables CVG to take control and transform its processes and customer experience, introducing a consistent and reliable approach to contact handling, improving and increasing the digital services we provide and become a leading digital organisation in the sector.

Desired Outcomes



Where did we start.....

Review and map our existing processes, explore and define how we want to deliver our services

01

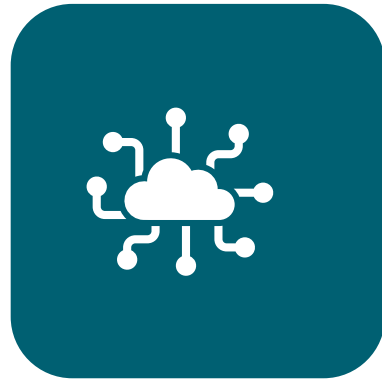
Data

Ensuring good quality and robust data. Data must be clean, well managed, appropriate and compliant. What data do we need to capture as part of our processes?

02

Process

Review our processes to remove waste and increase efficiency. Are our processes simple, clear, understood, monitored and aligned with systems?



03

Systems

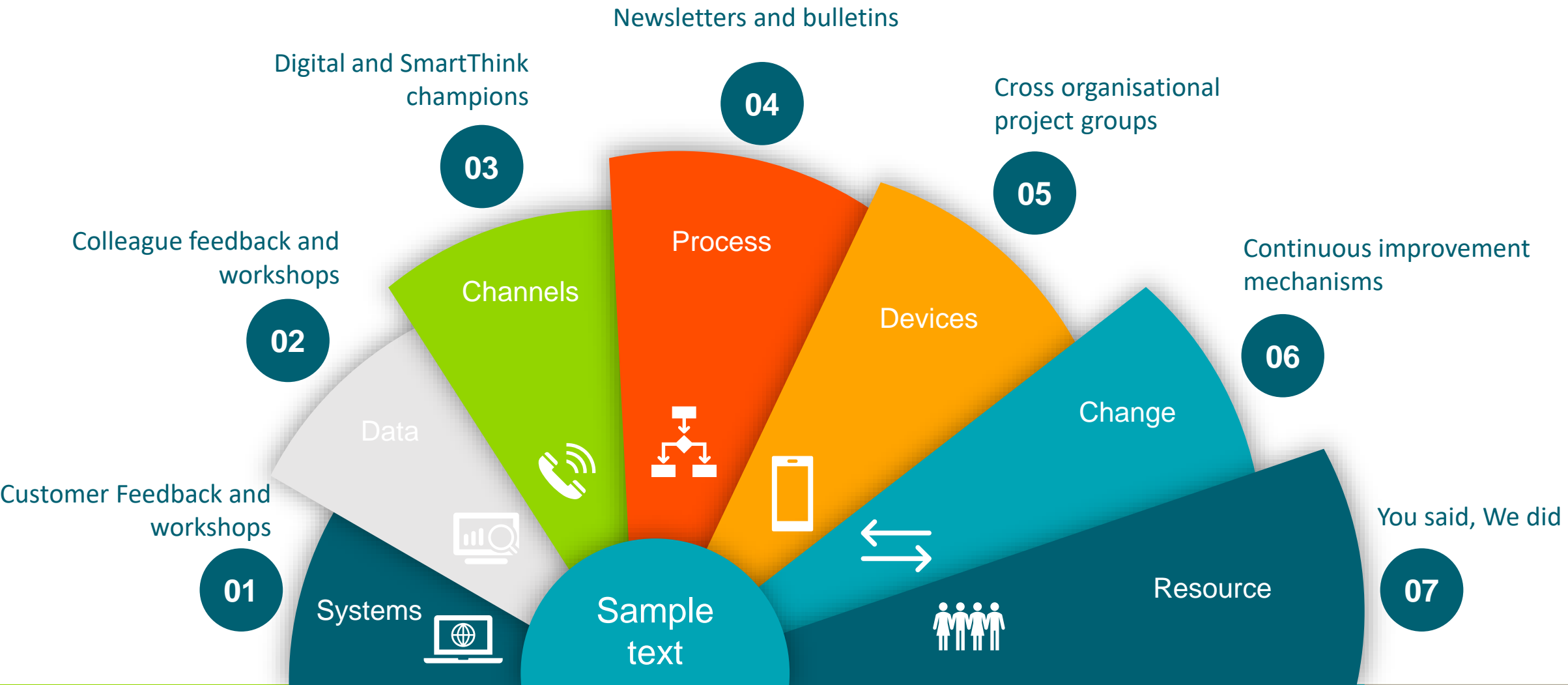
How do we need to develop our system? Ensure they user friendly, responsive and aligned with our processes.

04

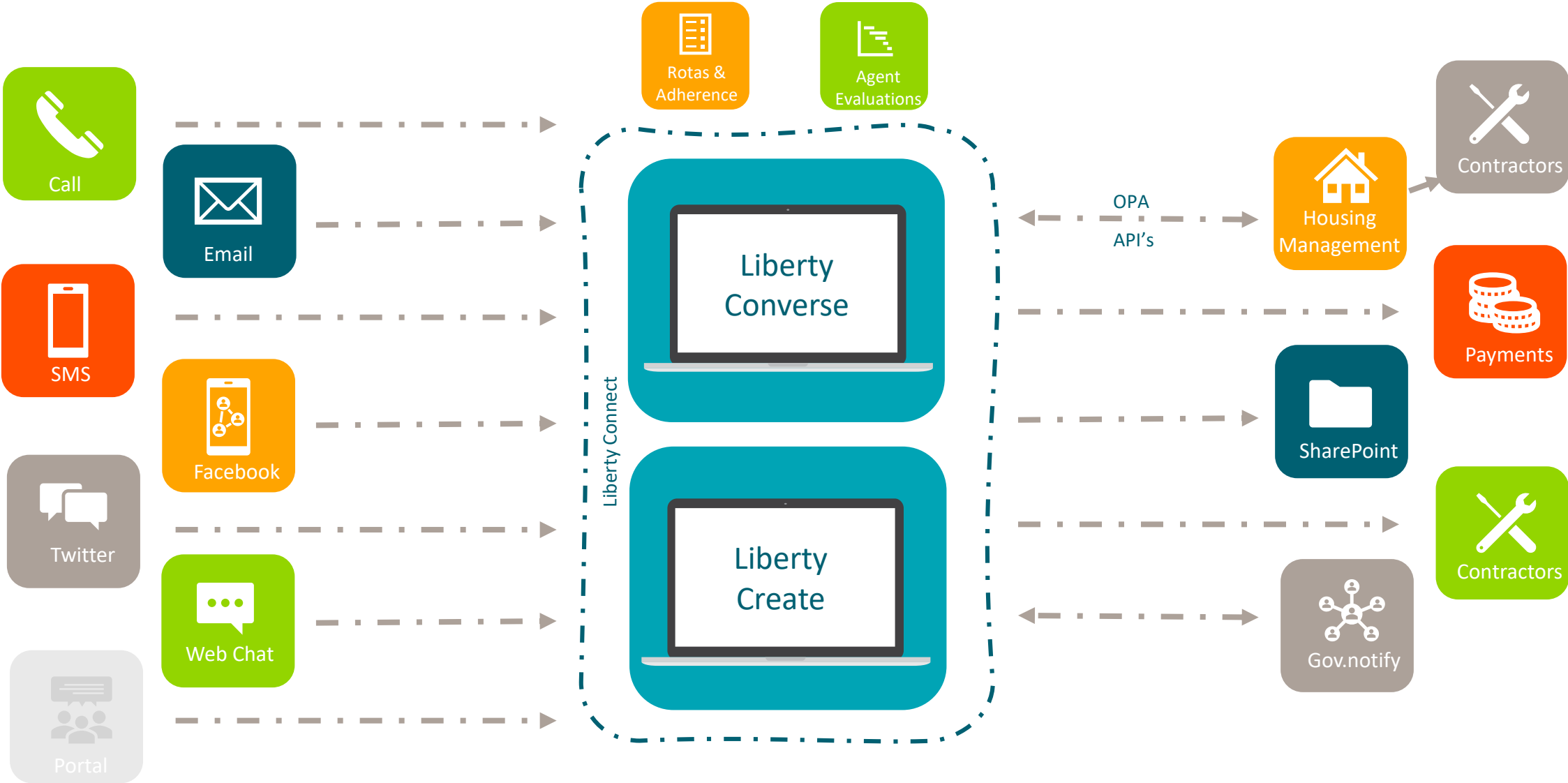
Reporting

What do we need to report on? Ensure reporting is automated, simple, clear and understood.

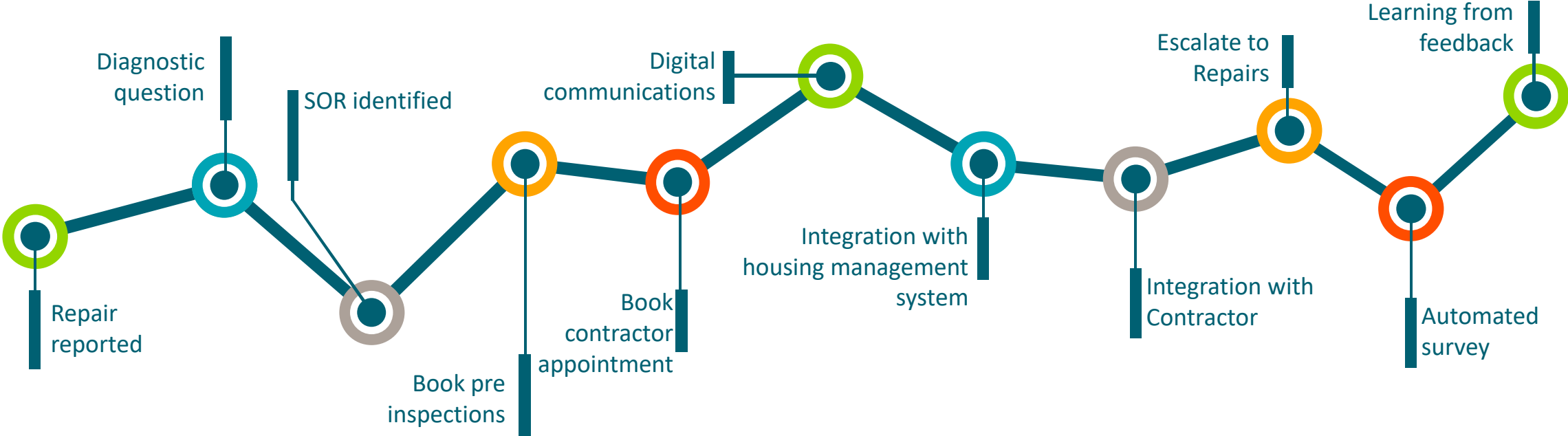
Engagement



Our system configuration



Repairs Workflow



Outcomes



Repairs Raised

Over 21,000 repairs cases raised by our contact centre at first point of contact with Customer.



Complaint

Volume of complaints decrease by up to 40%



Satisfaction

Increase in Customer satisfaction



Average time

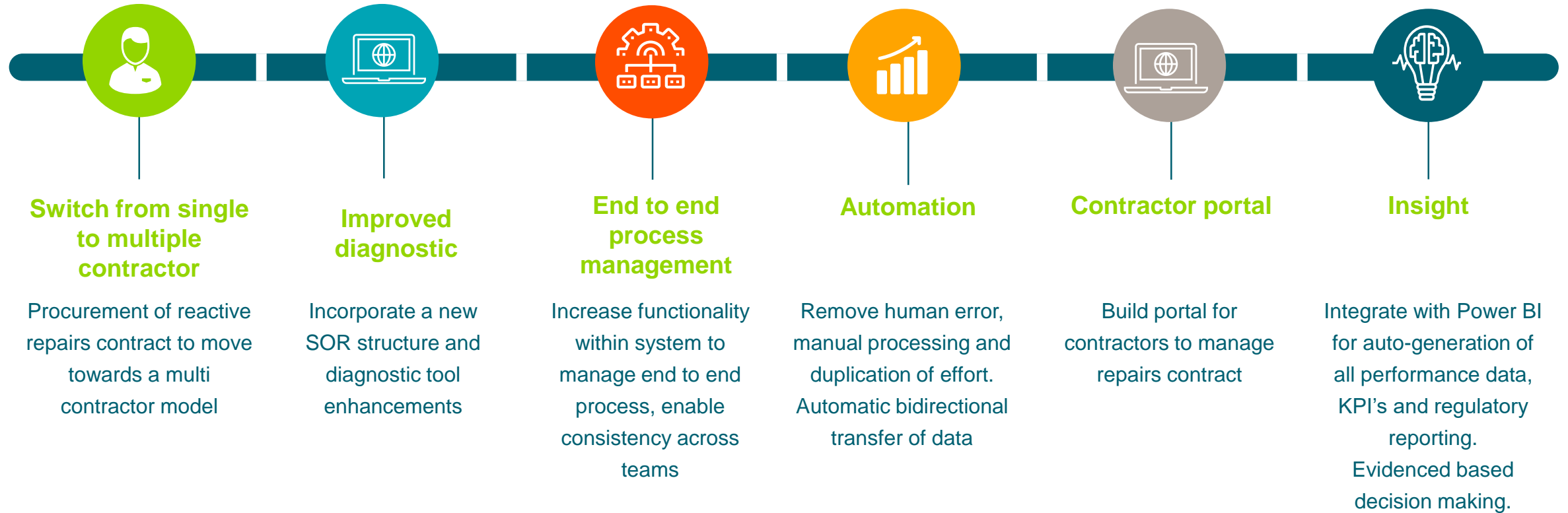
Decrease in average time taken to complete repairs



Focus Area

Increase in number of repairs being completed right first time.

What's next? Phase 2...





Thank you