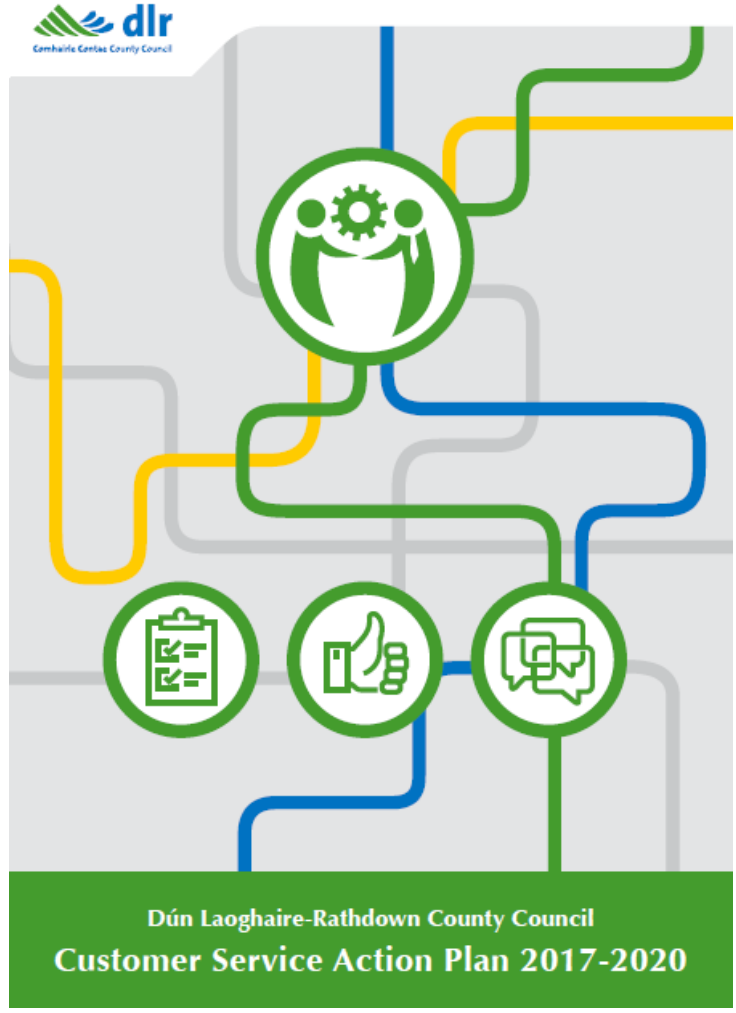


dlr's Customer Service Plan and Evaluation Mechanism

Therese Langan

Transformation Project Manager

DLR Customer Service Action Plan



The Customer Service Plan and its development has been influenced by a number of external and internal factors including:

- A rapidly changing external communications environment
- The growth of new media channels
- The ongoing development of new technologies
- The priority for active, regular stakeholder engagement
- The feedback regarding dlr's communications arising from the dlr Corporate Plan consultation process
- The significant organisational changes occurring within DlrCoCo
- The need to be prepared in the event of any serious incident and/or crisis situation
- The future challenges of a changing DlrCoCo

The Plan commits to 10 Quality Customer Service principles:

1. Quality Service Targets
2. Equality and Diversity
3. Physical Access
4. Information
5. Timeliness and Courtesy
6. Complaints and Appeals
7. Consultation and Evaluation
8. Choice
9. Official Languages Equality
10. Internal Customer



Civic Hub

- ➔ A single information point for all Council services
- ➔ Providing physically accessible, responsive and complete end to end services to our customers
- ➔ 900 services
- ➔ Capturing all issues, concerns and queries from our customers – leading to detailed analytics for the allocation of resources
- ➔ Multi-functional space allowing for other activities – exhibitions, launches, events, public consultations



The Data

Communication received in one week:

- Written Correspondence – 1,300
- Email – 56,000 emails
- Telephone – 4700 telephone calls
- Personal Callers – 550



Steps to be taken

The Physical Space

1. The Build and how it will impact on our staff and customers
2. All 7 counters to remain open until launch day

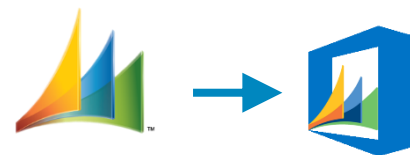
The digital systems needed

1. Move from CRM to Dynamics 365
2. Redesign Dynamics to suit our needs
3. Develop a Service Catalogue for the organisation



Upgrade from CRM to Dynamics

Moving from CRM 11 to Dynamics 365



Why do we need to upgrade?

- Essential modernisation
- Upgrade of Microsoft Office package happening now
- Better system
 - Live statistics, charts and dashboards
 - More user friendly
 - Take advantage of developments in data science
 - Better security and better data protection

Upgrade from CRM to Dynamics

Benefits to staff and management?

- Visual statistics and real time information
- Closing of cases in the field – mobile app
- Standardising data entry and processes across the organisation
- Increased confidence in the system
- Highlighting real issues in real time, for example
 - Top 5 locations with issues reported today
 - Top 5 services with queries/complaints today
 - Identifying patterns before a crisis

Dynamics 365 – what it will look like

Dynamics 365 Service Dashboards

+ NEW ACTIVITY | OPEN ASSOCIATED GRID... | BULK DELETE | CHART PANE | RUN REPORT | EXCEL TEMPLATES | EXPORT ACTIVITIES | TRACK EMAILS BY FOLDER

Customer Service Representative... ▾

Case Upsell Leaders

All Cases

Owner	Count
Eric Gruber (Sample Data)	4
Jamie Reding (Sample Data)	8
David So (Sample Data)	2
Carlos Grilo (Sample Data)	3
SYSTEM	7
Dan Lump (Sample Data)	4
Allie Believ (Sample Data)	5
Kelly Krout (Sample Data)	3
OfferGS Ofer	1
Christa Geller (Sample Data)	4
Anne Weiler (Sample Data)	3

Case Mix (By Origin)

My Active Cases

Origin	Count
Web	2
Email	1

Case Mix (By Priority)

My Active Cases

Priority	Count
High	2
Low	1

Case Mix by Incident Type

My Active Cases

Subject	Count
(blank)	0
Maintenance	1
Service	1

what's new

Enter post here POST

All records | All posts Auto posts User posts

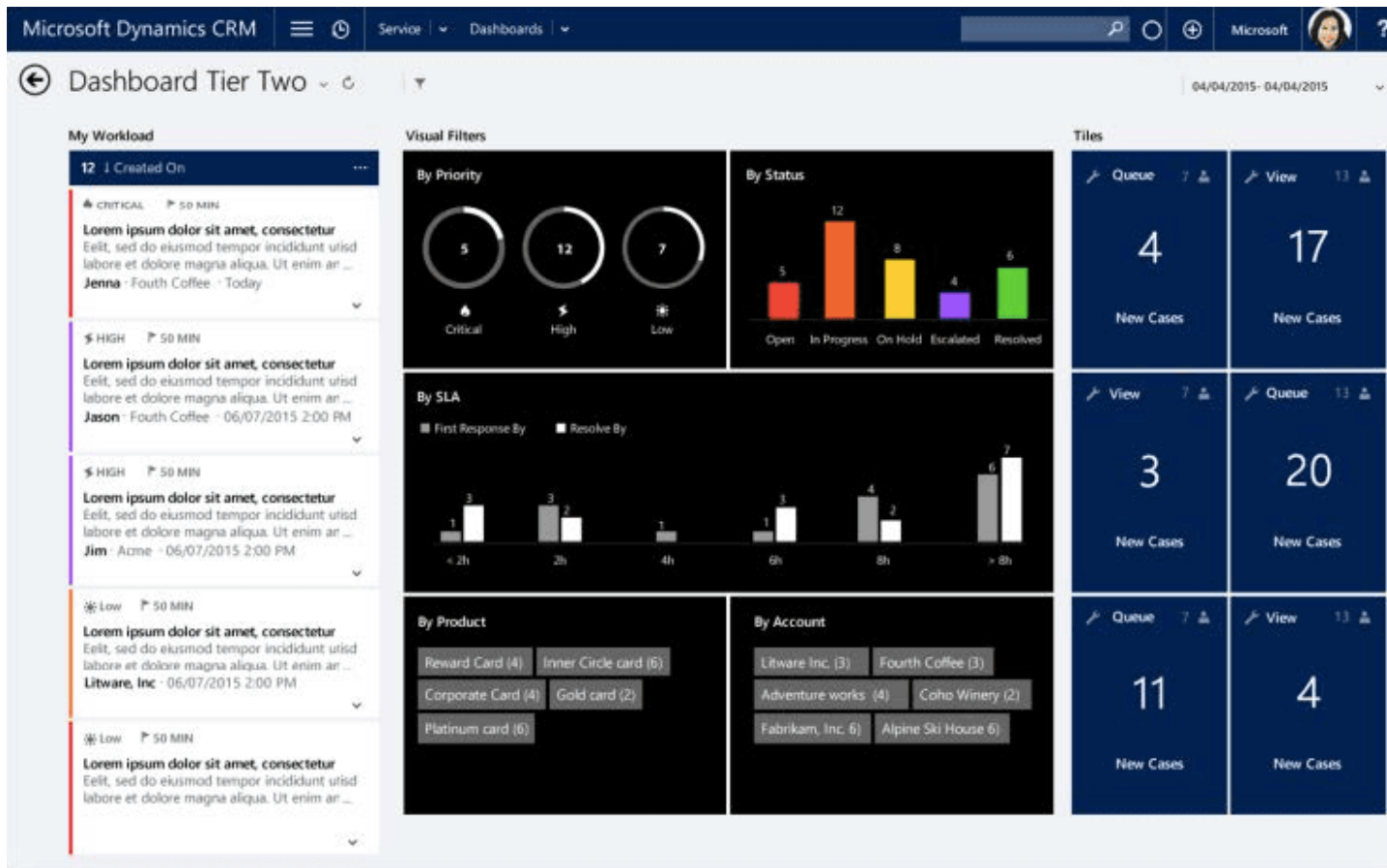
- aa vbv**
Contact: Created By OfferGS Ofer.
On aa vbv's wall
3/13/2017 10:47 AM
- Ultra Portable Devices**
OfferGS Ofer won Opportunity for Account **Proseware, Inc.**: \$2,367,000.00. Congratulations!
On Ultra Portable Devices's wall
3/12/2017 3:32 AM
- Computing Lease Renewal**
OfferGS Ofer won Opportunity for Account **Coho Winery**: \$5,035,000.00. Congratulations!
On Computing Lease Renewal's wall
3/12/2017 3:32 AM
- Product catalog requested**
Case: Closed by OfferGS Ofer for Account **Fourth Coffee**.

My Activities

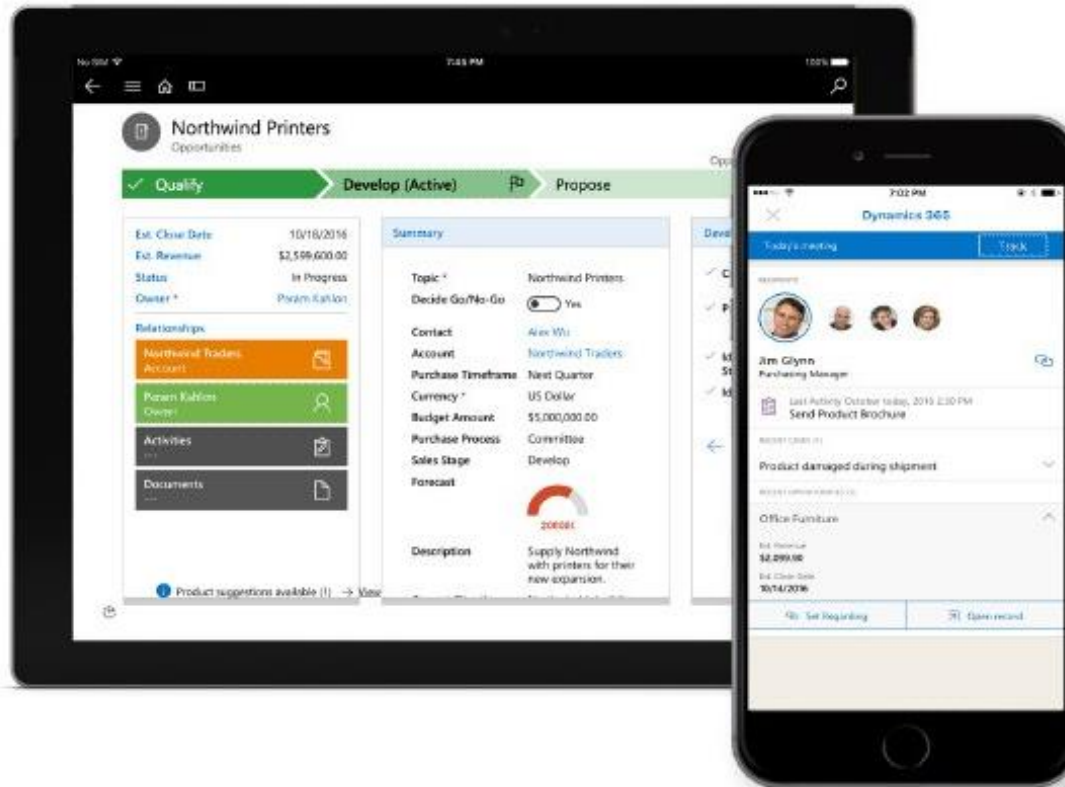
Search for records

Activity Type	Subject	Regarding	Priority
Task	Proposal Issue, Decision Due		High
Task	Check sales literature for recent price list		Normal
Phone Call	Very likely will order from us		High

Landing page – configured for each user. Live data Dashboard

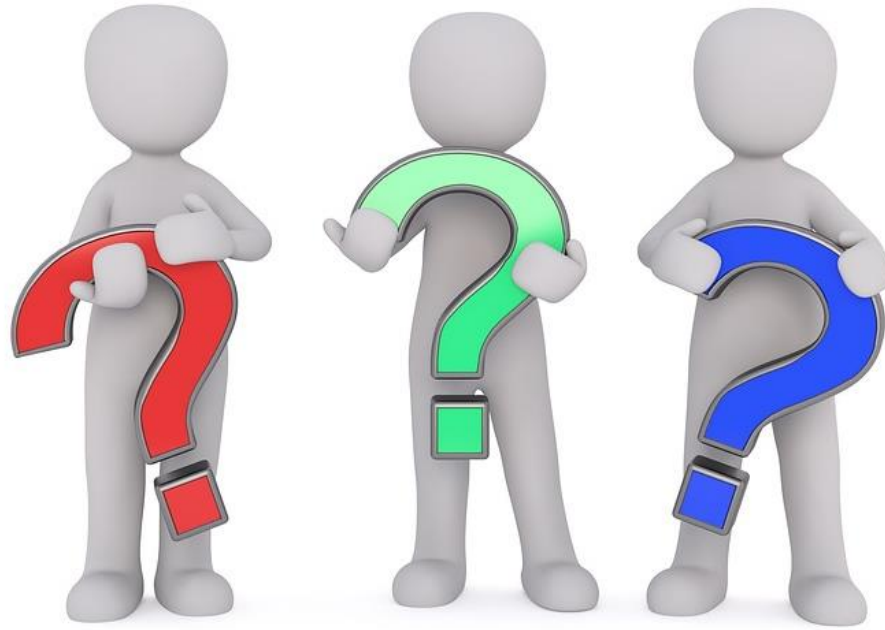


Open Service calls/queries. Designed specifically for Customer Service. Queries/Service Request can change colour according to priority/SLA



Not limited to the office – Dynamics 365 provides secure mobile access to internal information

Thank-you



Questions?