

# Memo



To: Regular Meeting  
From: **Corporate Services / IT**  
Date: 2018-01-29  
Subject: Customer Service Enhancement – Phone System

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## Background

Through feedback from staff and the public it was determined that a change to our incoming call handling process would be an enhancement to the City's customer experience.

Changes to our phone system are being implemented currently to allow for faster response times and better service delivery.

In general, most calls (95% or more) will still be answered by City staff in person.

However, during busy seasons (Tax Time) or in the event that key staff are already on the phone, or busy with customers at the front counter, then the phone calls will be answered by the digital phone system after roughly 30 seconds. The phone system will then direct the calls to the department requested or a voicemail may be left in a virtual mailbox for general requests. This mailbox in return will be monitored by all key front counter staff.

Although this is operational in nature, staff would like Council to be aware of this customer service enhancement.

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## Benefits or Impacts

### General

Operational changes to phone system to enhance customer experience

### Strategic Impact

 n/a

 n/a

 Customer Service Enhancement – faster response times – better service delivery

 n/a

### Policy/Legislation

## Attachments



### Report Approval Details

Document Title:	Customer Service Enhancements - Phone System.docx
Attachments:	
Final Approval Date:	Jan 12, 2018

This report and all of its attachments were approved and signed as outlined below:

**Diane Heinrich - Jan 12, 2018 - 3:31 PM**