

Service & Customer Experience Directorate

Service Strategic Priorities

- Improve internal & customer communications to drive customer satisfaction, increase NPS and reduce churn
- Streamline processes for increased productivity
- Improve channels to support customers and improve customer experience. Continuing to drive the CSM portal and driving our customers to self-service options
- Develop reporting to provide real time updates & alerts
- Improve Knowledge & Upskilling of the teams
- Improve our customer relationships, create reports that create conversations and value
- Optimise resource allocation and skills matrix to improve 'first time fix' performance. Provide Targeted Training

Service & Operational Objectives & KPIs

Business Goals	Service Objectives	Service KPIs
Improvement of Customer Relationships & Experience	Report and share our company NPS across the business functions	Company CSAT 75% Company NPS 50% within H1 Service CSAT 90% Service NPS 70% within H1
Improvement of Customer Relationships & Experience	Reduce our average resolution time across all cases	H1 target 4500 mins H2 target 2000 mins
Improvement of Customer Relationships & Experience	Improve our SLA performance (Blend) Improve our SLA performance P2 & P3	H1 Target 90% H2 Target 95% H1 Target 86% H2 Target 90%
Improvement of Customer Experience & Developing our People	Improve our FTR, provide targeted training along with skills based routing	H1 Target 60% H2 Target 70%
Improvement of Customer Relationships & Experience	Reduce Functional Escalations across our service & operational teams. Restructure our service & operational teams and optimise efficient processes	H1 Target 15% H2 Target 10%
Improvement of Customer Relationships & Experience	Drive customers to use the CSM Portal channel. Open new channels of support (live chat)	H1 Target 30% H2 Target 50%

Service & Operational Objectives & KPIs

Business Goals	Service Objectives	Service KPIs
Productivity	Increase our Case & Task per FTE	H1 Target 25 case/FTE H2 Target 45 case/FTE
Revenue Growth	Increase Billable Activities % billable hours	(Barry please confirm KPI)
Automation	Increase efficiencies across operational areas. Increase workflow	