

INTEGRATED CITIZEN CONTACT CENTRE

- Location: Ground FloorGreaham Louisy Administrative Building
- Opening Hours: 7:00 am to 7:00 pm
- ► Staff: 9
- ► Hours of work: Scheduled 8 ½ Hours

CALL GOVERNMENT SERVICES

Simply Dial - 311











311 TEAM



STAFF TRAINING

- Customer Service specific to Contact Centre Industry
- Communications Oral and Written
- Emotional Intelligence in the Workplace
- Smartstream Financials
- Process Mapping
- Site Visits and Training with Agencies in Phase 1.

Ministries/Agencies - Phase 1

- 1. Ministry of Public Service, Information and Broadcasting
- 2. Ministry of Youth Development and Sports
- ▶ 3. Ministry of Commerce, Investment and Consumer Affairs
- 4. Ministry of Finance
 - a. Inland Revenue
 - b. Customs and Excise
 - c. Treasury
- Civil Status Registry
- Transport Licensing Department.

Ministries in Phase 11

- ▶ 1. Ministry of Education, Human Resource Development and Labour
- 2. Ministry of Sustainable Development, Energy Science and Technology
- ▶ 3. Ministry of Infrastructure, Port Services and Transport
- 4. Ministry of Legal Affairs
- ▶ 5. Ministry of Home Affairs and National Security

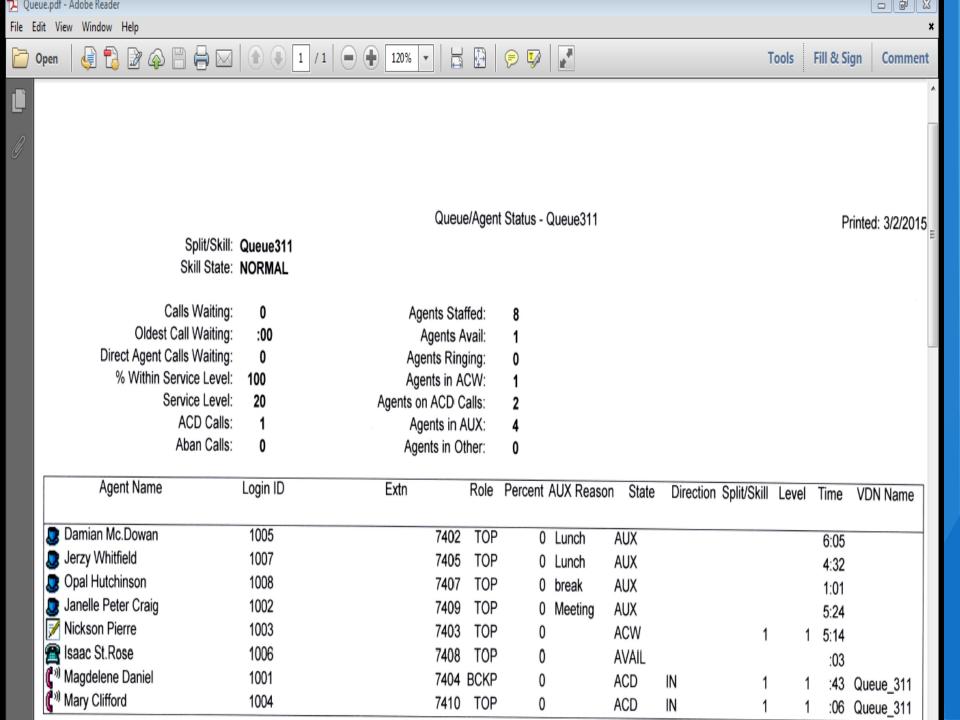
Ministries in Phase 111

- ▶ 1. Ministry of Agriculture, Food Production, Fisheries, Cooperatives and Rural Development.
- 2. Ministry of Health, Wellness, Human Services and Gender Relations
- 3. Ministry of External Affairs, International Trade and Civil Aviation
- 4. Ministry of Physical Development, Housing and Urban Renewal
- ▶ 5. Ministry of Social Transformation, Local Government and Community Empowerment.
- 6. Ministry of Tourism, Heritage and Creative Industries

Operational Tools

- ▶ 1. CALL MONITORING SYSTEM CMS
 - Provides Information in Real Time
 - Provides "Historical" Data
- ▶ 2. AVAYA CALL RECORDER

ALL CALLS ARE RECORDED



Date	Feb. 2015					
ACD	VDN Name	Inbound Calls	Avg Speed Ans	Avg ACD Time	Trans Out	ABAN CALLS
Totals		2043	0:21	0:55	633	537
	Queue_311	1162	0:20	0:55	264	352
	Queue_511	1102	0.20	0.55	204	332
	Creole	35	0:07	0:58	18	3
	Ministry of Commerce	167	0:22	0:49	89	33
	Public Service	118	0:22	0:56	45	32
	Youth+Sports	281	0:21	0:43	104	68
	Inland Revenue	280	0:22	1:13	113	49

Requirements

1. SITE VISITS







Requirements

- 2. Documentation
- Updates to information
- Newsletters





THANK YOU.

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