



INTEGRATED CITIZEN CONTACT CENTRE

- ▶ Location: Ground Floor
Graham 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

Queue/Agent Status - Queue311

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Split/Skill: **Queue311**Skill State: **NORMAL**

Calls Waiting:	0	Agents Staffed:	8
Oldest Call Waiting:	:00	Agents Avail:	1
Direct Agent Calls Waiting:	0	Agents Ringing:	0
% Within Service Level:	100	Agents in ACW:	1
Service Level:	20	Agents on ACD Calls:	2
ACD Calls:	1	Agents in AUX:	4
Aban Calls:	0	Agents in Other:	0

Agent Name	Login ID	Extn	Role	Percent	AUX Reason	State	Direction	Split/Skill	Level	Time	VDN Name
Damian Mc.Dowan	1005	7402	TOP	0	Lunch	AUX				6:05	
Jerzy Whitfield	1007	7405	TOP	0	Lunch	AUX				4:32	
Opal Hutchinson	1008	7407	TOP	0	break	AUX				1:01	
Janelle Peter Craig	1002	7409	TOP	0	Meeting	AUX				5:24	
Nickson Pierre	1003	7403	TOP	0		ACW		1	1	5:14	
Isaac St.Rose	1006	7408	TOP	0		AVAIL				:03	
Magdelene Daniel	1001	7404	BCKP	0		ACD	IN	1	1	:43	Queue_311
Mary Clifford	1004	7410	TOP	0		ACD	IN	1	1	:06	Queue_311

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
	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



The background features abstract blue geometric shapes, including triangles and polygons, in various shades of blue, creating a modern and professional look.

THANK YOU.

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