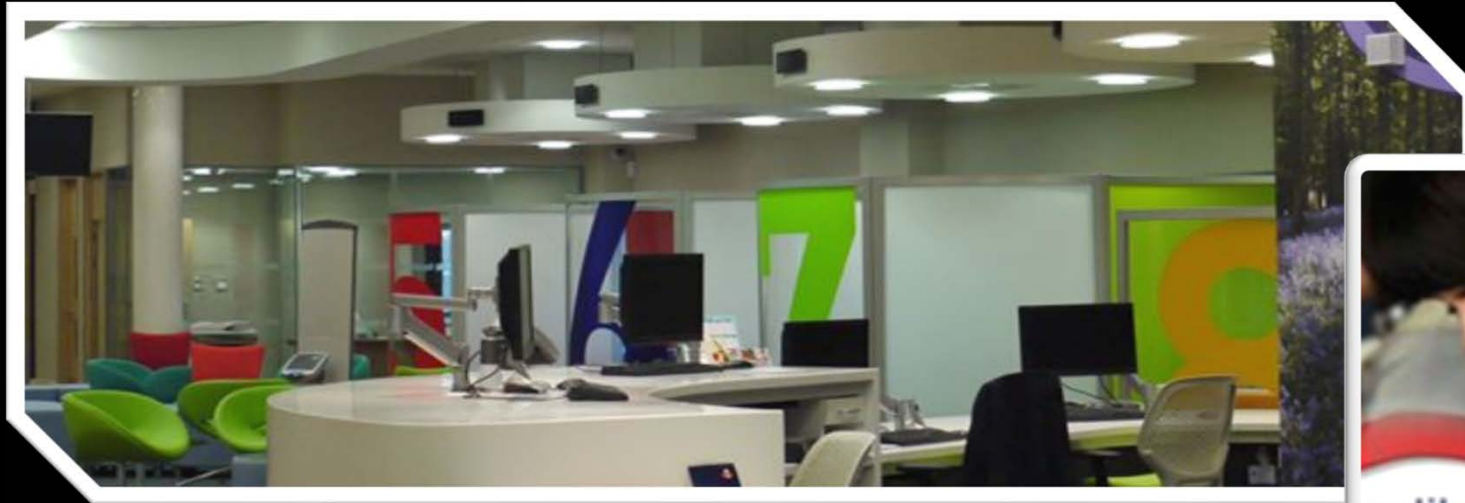


# Solihull Connect Contact Centre Service



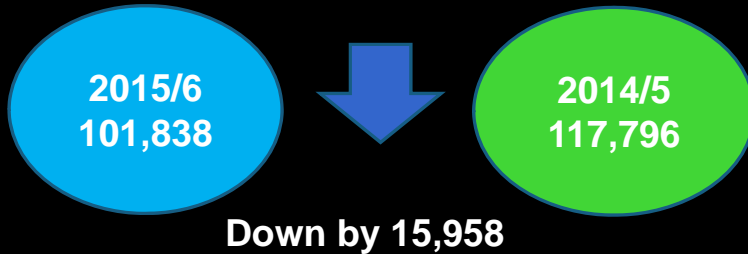
Customer Service Performance

Year End Statistics

2015/16

# Solihull Connect Walk In

Total customers who have visited all Walk In Centres



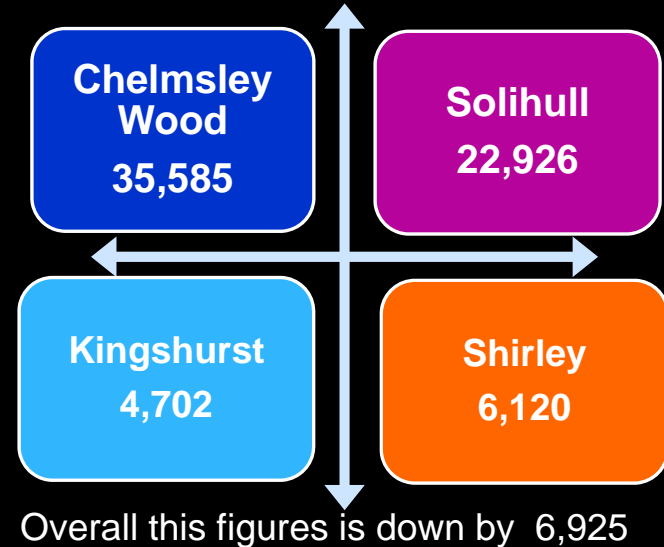
Total customers seen by an advisor at all Walk In Centres



Overall SLA for Walk In



Total of customers who have visited each Walk In



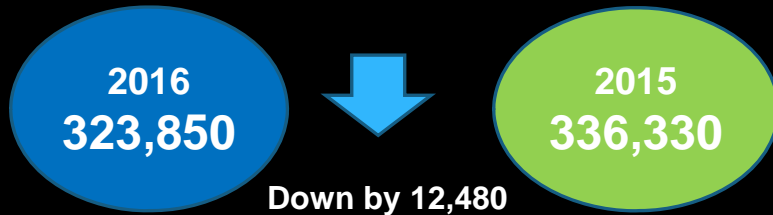
Total of customers seen by Cash Office Advisors



# Solihull Connect Contact Centre

## Contact Centre (including ASC)

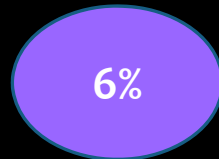
### Total number of calls



### Total calls answered

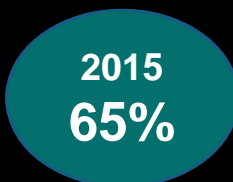


### Calls Abandoned



**% Abandoned calls**  
Our target is 5% abandon rate. We aim to answer 95% of calls made to us

## Service Level Agreement



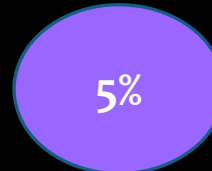
Year to date % of calls answered in 30 seconds  
**SLA target 70%**

## Adult Social Care

### Total number of calls



### Calls Abandoned



**% Abandoned calls**  
Our target is 5% abandon rate. We aim to answer 95% of calls made to us

## Service Level Agreement

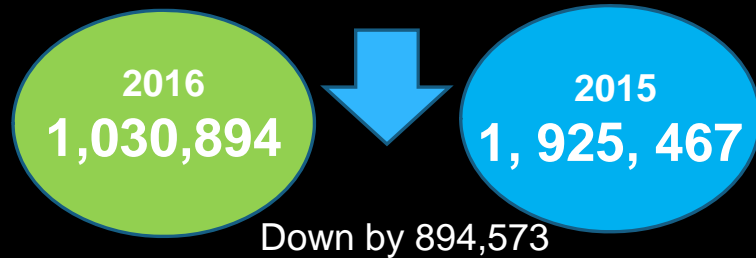


Telephone demand decreased overall by 4.75% at the Contact Centre and handling time is up on the previous year.

# Digital Access Channels

## Website

Total of unique visitors



## Social Media

Twitter



1624  
followers

Facebook

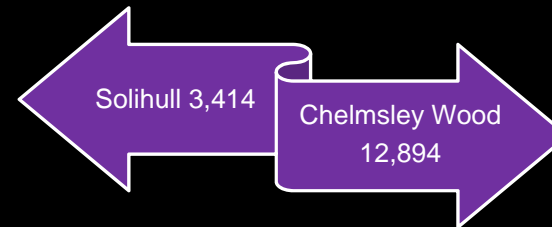


502  
followers

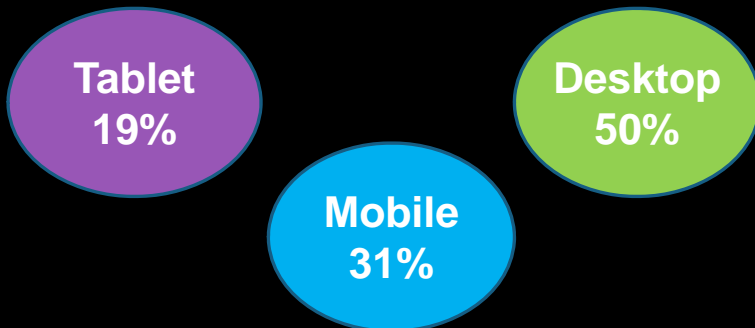
## Top 5 popular pages

1. Resident
2. Search for Planning & Building Control
3. Jobs and careers
4. School holidays
5. Simple search

## Self Serve Transactions



Traffic Source – type of device used



Live Chat

2016  
2,951

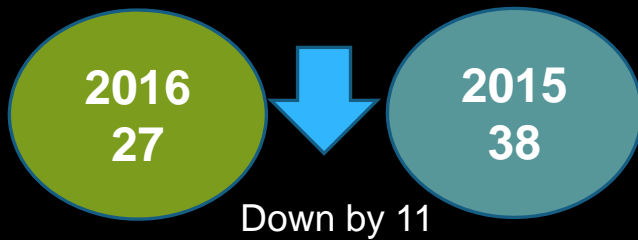
**Weblogic** : 7,434 forms received in 2016

**Emails** : We received 11,342 in 2016

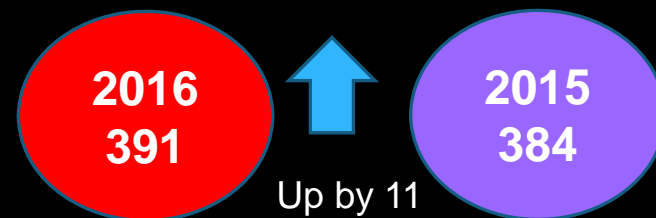
**Webforms** : We received 3,332 in 2016

# Complaints & Compliments

## Total customer service complaints



## Total customer service compliments



## Complaints by Service Area



## Total number of compliments

