

APPENDIX 4 - Reporting Requirements

1. Running total of “weekly” reporting shall commence from Sunday to Saturday
2. Running total of Periodic reporting shall commence from the 1st day of the reporting Period
3. All reporting shall be shown against any applicable targets set in Appendix 1 (Service Levels) of Schedule 8 (Service Management)

Report type	Key performance indicators included in report
Daily at 10:00	<p>All reporting for the previous Working Day:</p> <p><u>Call Handling</u></p> <ul style="list-style-type: none"> • Forecasted calls (per hour and for the day). • Calls offered (per hour and for the day). • Calls answered (per hour and for the day). • Call abandonment rate percentage (per hour and for the day). • Maximum queue time for the day. • Number of call transfers to the Authority’s contact centre and other Third Party contact centres (running total for the week and the Period). • Number of call transfers to the Service Provider (running total for the week and the Period). • Average time to answer calls (hourly, daily and running Periodic total), • Average Talk Time for CPC calls (hourly, daily and running Periodic total). • Average Talk Time for combined L&S, Oyster & sales calls (hourly, daily and running Periodic total). • Staff absence figures for the day (including sick, duty sick, unplanned leave, other absent) by FTE and in hours. <p><u>General</u></p> <ul style="list-style-type: none"> • Commentary to explain any key trends, anomalies, Service Level breaches, or points of interest.
Weekly on Monday at 10:00	<p>All reporting for the previous week (Sunday to Saturday):</p> <p><u>Call Handling</u></p> <ul style="list-style-type: none"> • Forecasted calls (per day and for the week). • Calls offered (per day and for the week). • Calls answered (per day and for the week). • Call abandonment rate percentage (per day and for the week). • Maximum queue time (per day and for the week). • Number of call transfers to the Authority’s contact centre and other Third Party contact centres (per week and running Periodic total). • Number of call transfers to the Service Provider (per week and running Periodic total). • Average time to answer calls (per day, for the week and running Periodic total).

<p>Periodic on 2nd Business Day (usually a Tuesday) after Period end at 10:00</p>	<ul style="list-style-type: none"> • Average Talk Time for CPC calls (per day, for the week & running Periodic total). • Average Talk Time for combined L&S, Oyster & sales calls (per day, for the week & running Periodic total). • Staff absence figures for the week (including sick, duty sick, unplanned leave, other absent) by FTE and in hours. <p><u>General</u></p> <ul style="list-style-type: none"> • Commentary to explain any key trends, anomalies, Service Level breaches, or points of interest. <p>All reporting for the previous Period:</p> <p><u>Call Handling</u></p> <ul style="list-style-type: none"> • Forecasted calls (per week and for the Period). • Calls offered (per week and for the Period). • Calls answered (per week and for the Period). • Call abandonment rate percentage (per week and for the Period). • Maximum queue time (per week and for the Period). • Number of call transfers to the Authority's contact centre and other Third Party contact centres (per week and for the Period). • Number of call transfers to the Service Provider (per week and for the Period). • Average time to answer calls (per week and for the Period). • Average Talk Time for CPC calls (per week and for the Period). • Average Talk Time for combined L&S, Oyster and sales calls (per week and for the Period). • Staff absence figures for the Period (including sick, duty sick, unplanned leave, other absent) by FTE and in hours. • Contact Centre availability percentage for calls for the Period. • Contact Centre availability, number of outages occurrence in the Period. <p><u>Mystery Shopper Survey</u></p> <ul style="list-style-type: none"> • Mystery Shopper Survey data with commentary on results. <p><u>Freedom of Information</u></p> <ul style="list-style-type: none"> • Number of Information Access Requests received from the Authority categorised by the number of days it took to respond. • Number of Information Access Requests received by the public categorised by the number of days it took to notify the Authority. <p><u>General</u></p> <ul style="list-style-type: none"> • Scorecard – performance against Service Level and number of targets achieved. • Commentary to explain any key trends, anomalies, Service Level breaches, or points of interest. • List of Service Provider Personnel with access to Authority systems.
<p>Intraday reporting data</p>	<ul style="list-style-type: none"> • Telephony statistics for CPC & combined (L&S, Oyster & sales) per 30min interval:

(3 times daily
at 09:30,
14:00, and
20:15)

- Number of calls forecast.
- Number of calls offered.
- Number of calls handled.
- Percentage of calls abandoned.
- Commentary to explain any key trends, anomalies, Service Level breaches, or points of interest.

APPENDIX 5 - Quality Measurement Criteria

<p>Action Taken</p>	<p>The response should clearly indicate where the CSA has taken ownership. Response should refer to what action has been taken by the CSA. Information should always be precise and relevant. N.B. Hyperlinks, figures and refunds must be accurate</p>	<p>I / We have looked into this for you and will make sure I have contacted the Buses Infrastructure team as they are responsible for.... We will inspect the location and take the necessary action to repair the bus shelter.</p>	<p>I have passed the details onto the relevant team who'll inspect the location and arrange for the necessary repairs to be carried out Transport for London aim to</p>
<p>Personalisation</p>	<p>Unique 'mess' refers to the inclusion of original words or sentences. This reinforces empathy and shows clear attention to detail.</p>	<p>I trust this information will help you when planning future journeys. I hope you enjoy your trip on the Emirates Air Line.</p>	<p>Response sounds generic and no attempt to create a personalised tone I hope this information will help you in the future</p>
<p>Grammar</p>	<p>Grammar refers to the way words are used to form logical sentences.</p>	<p>I am sorry bus routes 69 and 97 were both late on 19 November.</p>	<p>I am sorry bus routes 69 and 97 was both late on 19 November</p>
<p>Punctuation</p>	<p>Punctuation helps to make writing clear and easy to read</p>	<p>After we left, Grandma, dad and I went to the cinema. After we left, Grandma, dad and I went to the cinema. What is this thing called, honey? What is this thing called honey?</p>	<p>After we got on the bus, The driver took off sharply causing me to stumble backwards</p>
<p>Spelling</p>	<p>-</p>	<p>-</p>	<p>-</p>
<p>Style Guide</p>	<p>The response should be written in line with TfL's Editorial Style Guide. It is important that complex ideas are written using simple language, sticking to the guideline of 20-25 words (maximum), per sentence. Font size and line spacing should not differ. The word 'Date' should be removed from CSA's response. Hyperlinks should be displayed correctly.</p>	<p>Date in SAP: 16 June 2014 Percentages: 85 per cent Correct user group: customers www.tfl.gov.uk/what-is-a-green-bus</p>	<p>Date in SAP: 16.06.14 Percentages: 85 % Incorrect user group: passengers http://tfl.gov.uk/what-is-a-green-bus www.tfl.gov.uk/what-is-a-green-bus</p>
<p>Closing & Sign Off</p>	<p>The closing statement must be semi-formal. It should thank the customer again, invite the customer to contact us and provide our telephone number. It is important that the CSA has used the appropriate sign off as this differs depending on the scenario. Correct format should be used – i.e. Kind regards rather than Kind Regards CSA must also include their full name and job title.</p>	<p>Thanks again for contacting us. If there is anything else we can help you with, please reply to this email. Alternatively, you can speak to one of our Customer Service Advisers on 0343 222 1234, who will be happy to help. Kind regards (email) Yours sincerely (letter) Yours faithfully (customer's name is unknown) Tom Brown Customer Service Adviser Transport for London Customer Services</p>	<p>I'm sorry I couldn't assist you further Thanks again for taking the time to contact us. Please contact me again if you need any further assistance, or if you'd prefer to talk to us, please call us on 0343 222 1234 Tom Brown Customer Service Adviser TfL Customer Services</p>

TOP 50 - Mystery shopper survey questionnaire measurement

Telephony Calls

Timely	Time to get through, hold, call length	20 points
Easy to Use	IVR, easy to understand, transfers	20 points
Reliable	Easy to hear, no technical issues, enquiries resolved	20 points
Knowledgeable	Technical knowledge and ability to resolve enquiry	20 points
Personalised	Softer skills, manner, willingness, empathy	20 points
Experience	Satisfaction, perceptions, recommendations	Not Scored

Timely - Calls	Points	Points lost if:
Through to a CSA on first attempt	3 points	Sliding scale dependent on number of attempts
Through to a CSA in 1 minute	10 points	No helpful messages/not thanked for waiting
Not put on hold or following "warm" hold process	5 points	If hold: no explanation and estimate of wait time
Length of call reasonable	2 points	Over eager to end call/resolution took too long
Total	20 points	

Ease to Use - Calls	Points	Points lost if:
CSA speaks clearly/good pace. Fluent English	2 points	Unclear pace, language, not fluent
IVR layers	5 points	2+sliding scale of lost points. 4+ is zero
IVR layer options	4 points	More than 5 options in any one layer
Not asked for details more than once	1 points	Repeating information already given in IVR
Not transferred or "warm" transfer process	8 points	Transfers not well handled/call back required repetition of enquiry
Total	20 points	

Reliable - Calls	Points	Points lost if:
No Cut offs/No background noise	3 points	Caller cut off or heard background noise
No technical problems	2 points	CSA technical/system issues accrued
Enquiry resolved completely or call back offered & happened	15 points	Name/reference number not given/time of call back not agreed
Total	20 points	

Knowledgeable - Calls	Points	Points lost if:
Product/technical knowledge	10 points	Sliding scale of Excellent to Poor
Ability to resolve	10 points	Sliding scale of Excellent to Poor
Total	20 points	

Personalised - Calls	Points	Points lost if:
CSA introduced themselves by name	1 point	No introduction
"Soft" skills	16 points	Okay, Below Average, Poor = 0
Anything else they could help with/Checking if caller happy	1 points	Not checking with caller or offering further assistance
Thanked caller	2 points	No thank you
Total	20 points	

APPENDIX 6 - Interface Specification

1. Document Purpose

1.1. This Appendix provides the high level design requirements for a Service Provider to be able to interface with the Authority's contact centre.

2. Introduction

2.1. The scope of the Authority's contact centre operations is expanding with the introduction of Contactless Payment Card ("CPC") requiring the establishment of the best possible technology platform solution stretching across multiple contact centre sites, residing on and off of the Authority's technical estate.

2.2. As a part of the expansion, the Authority has identified options to package its telephone stack and desktop applications. For a Service Provider call centre, this will enable the Authority to share its applications so that the Service Provider's Agents can start handling calls and provide support to Customers by accessing the same application suite as used by the Authority's Agents.

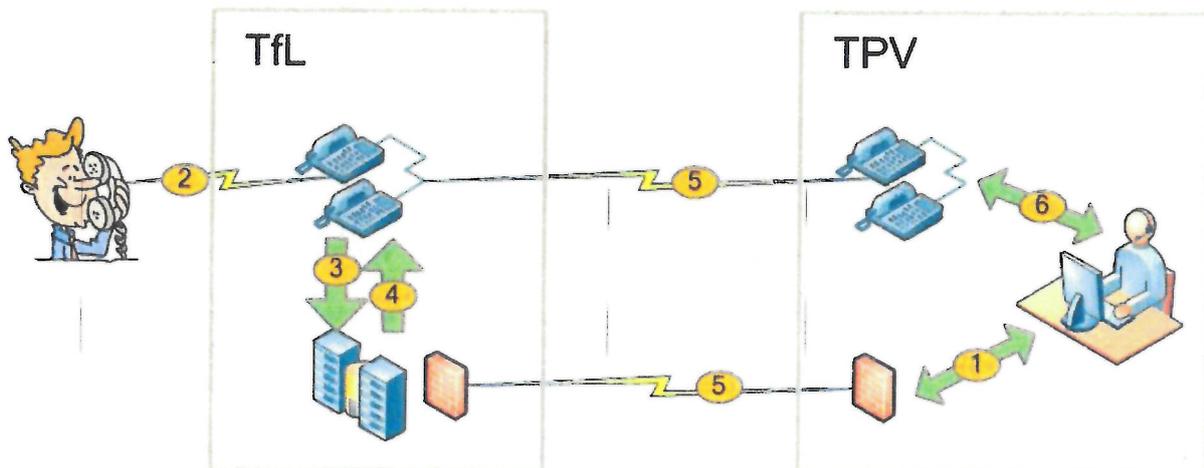
2.3. The following sections provide the specific technical requirements that a Service Provider must satisfy in order to be compliant with the Authority's contact centre.

3. Technical Interface Requirements

3.1. The Authority uses Avaya One-X Agent to associate a Station ID (which is an Authority extension number) with a Direct Dial Inwards ("DDI") number at the Service Provider's office (for each individual Agent).

3.2. The below diagram and paragraph 3.3 provide the background to this technical requirement.

Note: Third Party Vendor ("TPV") is the Service Provider



3.3. The following paragraphs describe the management of the various scenarios of call types depicted in the above diagram:

1. The Service Provider's Agent logs in to One-X Agent. This makes their Station ID active and associates it with the allocated DDI number for that Station ID. Next the Agent logs in to Avaya Interactive Centre ("AIC") toolbar. This associates the Agent with their allocated Agent ID and lets the system know that the Agent is ready to receive calls.