

Managing Customer Contact

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Contact Centre Manager / Social Media Team Manager

March 2019

Agenda

- 1 Overview of Customer Services across our Contact Centres
- 2 Resource Planning
- 3 Investing in Our People
- 4 Priority Routing/Skills
- 5 Right First Time
- 6 Consent to Share

Customer Contact Centre

3 internal contact centres based in Darlington, Llandudno and Glasgow

2 Outsource Partners: Teleperformance and HGS

Our Customer Service team ranges from 425 advisors to 1200 at peak

Peak period August & September

Time to VOTE



During 2018/19 how many calls have we received to date?

- A. 3.2 million
- B. 5.4 million
- C. 1.1 million



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Time to VOTE



September was our busiest month, how many calls did we receive?

- A. 392,175
- B. 596,815
- C. 387,002

Time to VOTE



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B. 596,815

C. 387,002



The busiest day during September 2018 was Monday the 17th. How many calls did we receive on this day?

- A. 37,954
- B. 10,355
- C. 22,749



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Investing in our people

- In-house and outsource partners provide class room induction training, including buddy time with experienced advisors
- Independent Quality Assurance and Knowledge Management
- Monthly tailored coaching – supporting our advisors to continually develop skills, to provide the best possible service to our customers

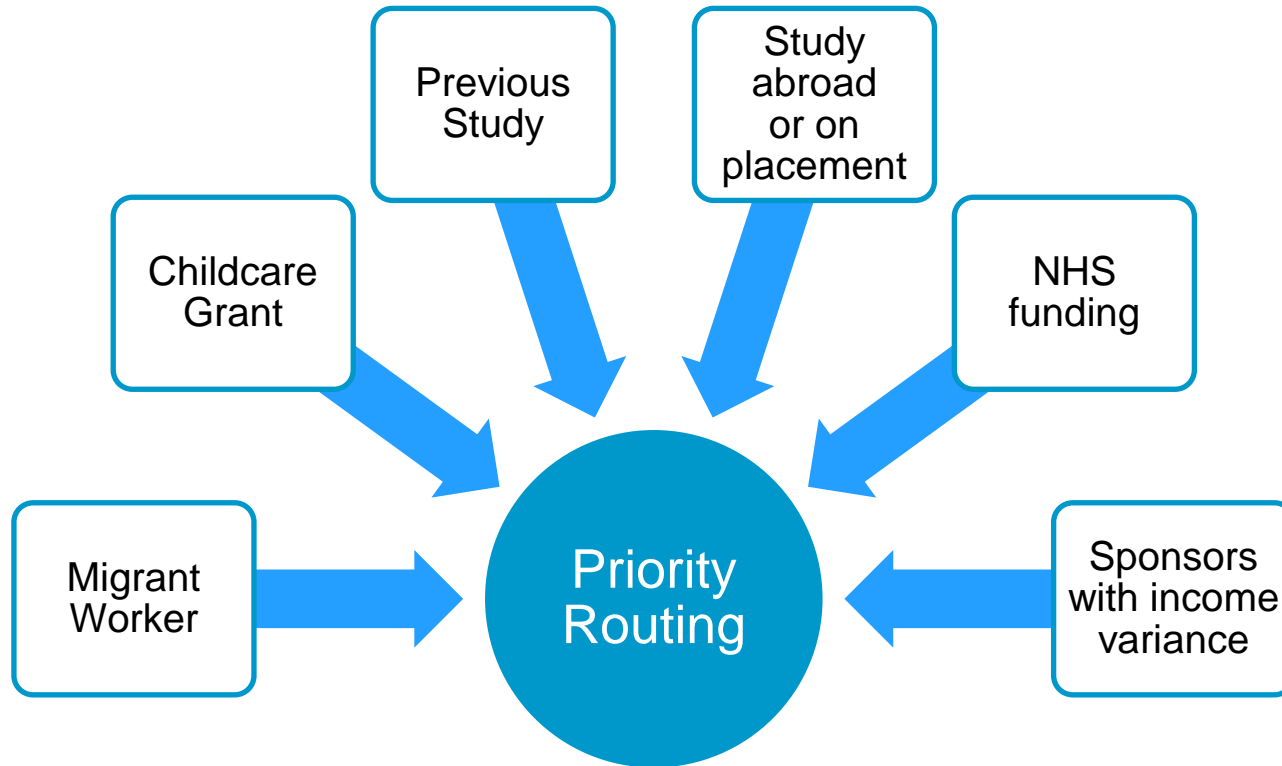


Investing in our people

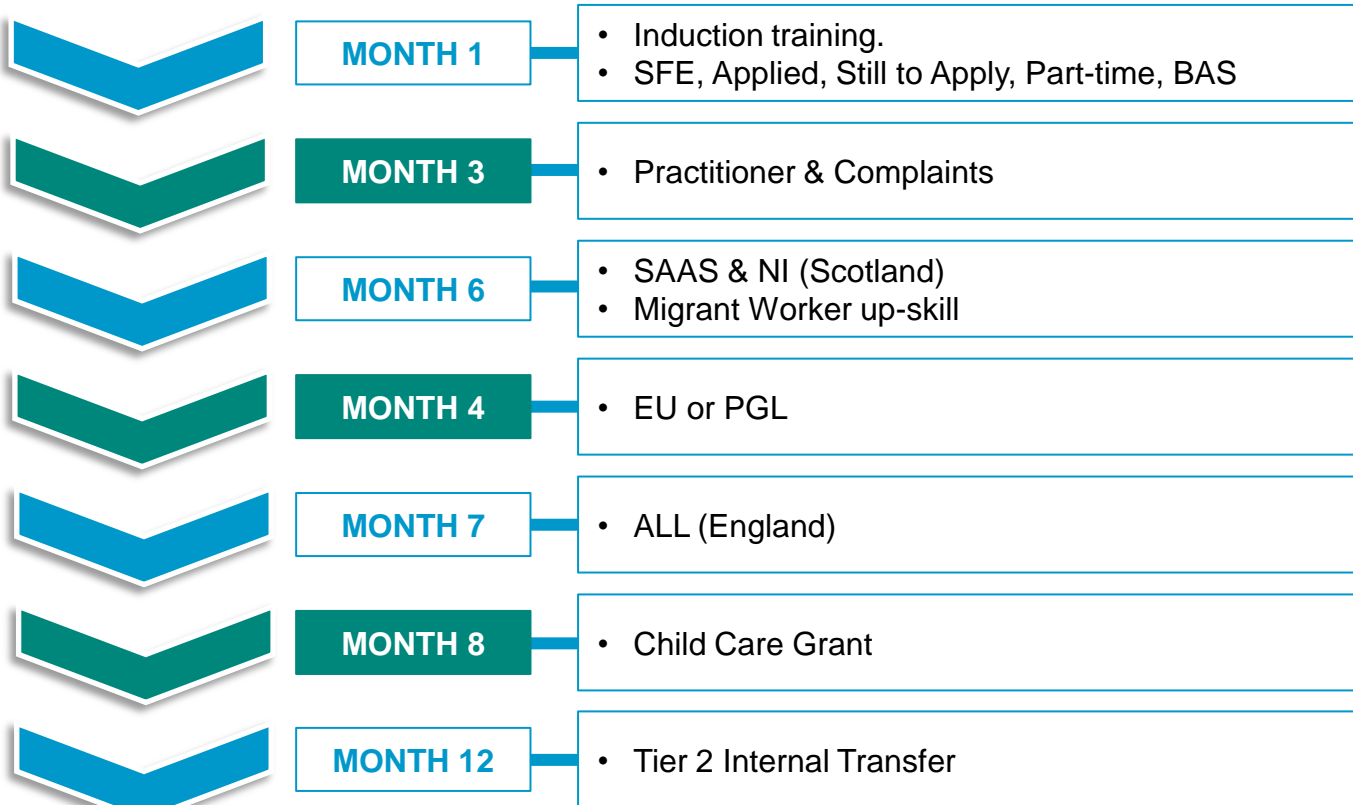
- Monthly 121 meetings reviewing their last action plans and tracking their progress
- Monthly calibration and Buzz sessions focusing on trends throughout the year
- Comms sessions twice a week and fortnightly team meetings to share key messages and best practice



Priority Routing Complex Enquiries

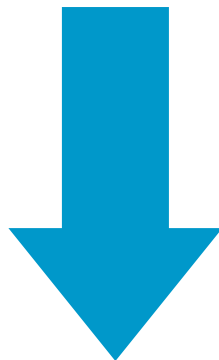


Advisor 12 month training journey



Getting it Right First Time

right_first_time@slc.co.uk



INBOX

Consent to Share information

Set up CTS

- To set up CTS for HEP the customer must provide us with the following information
- HEP name
- Relationship to the customer (this would be HEP)
- Password (we will ask the third party to confirm this during security and they will be required to confirm exactly what is held on the account)

Allows access to

- Discuss the customers account
- Discuss their entitlement
- Request blank forms
- Request reprints of correspondence

Will not allow access to

- Make changes (including S/A PW)
- Discuss bank details
- Pass the call to another third party

2018/19 Success and the Year Ahead

- E – Signatures
- Password re-set
- Priority routing
- Continue to review our complex priority routing
- New products and policy changes
- Processing date calculator
- Authentication



Agenda

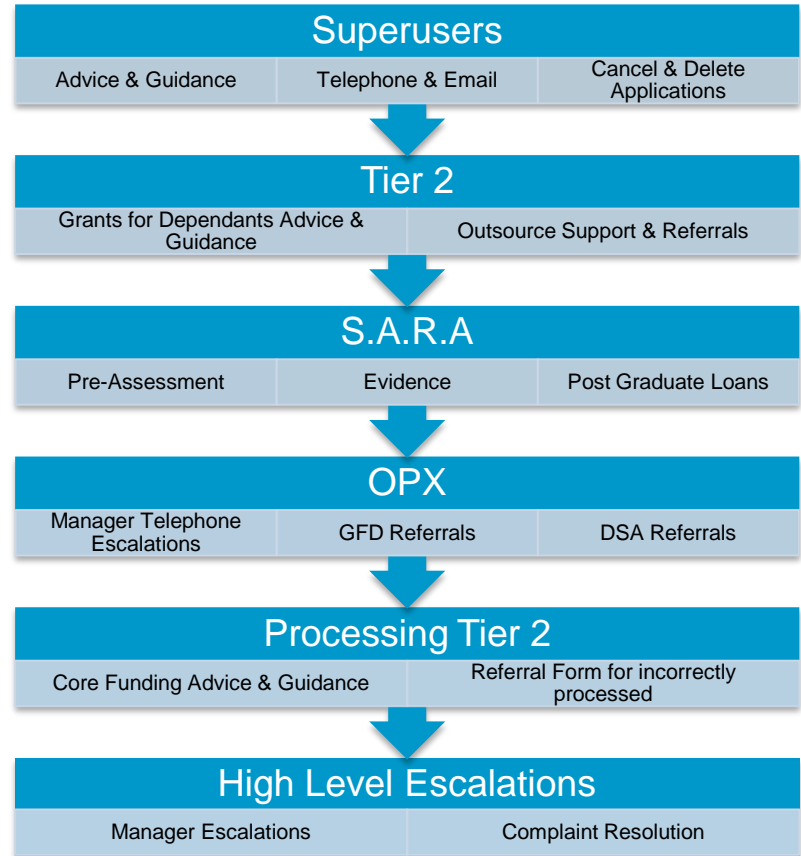
1 Referral Routes

2 Knowledgebase

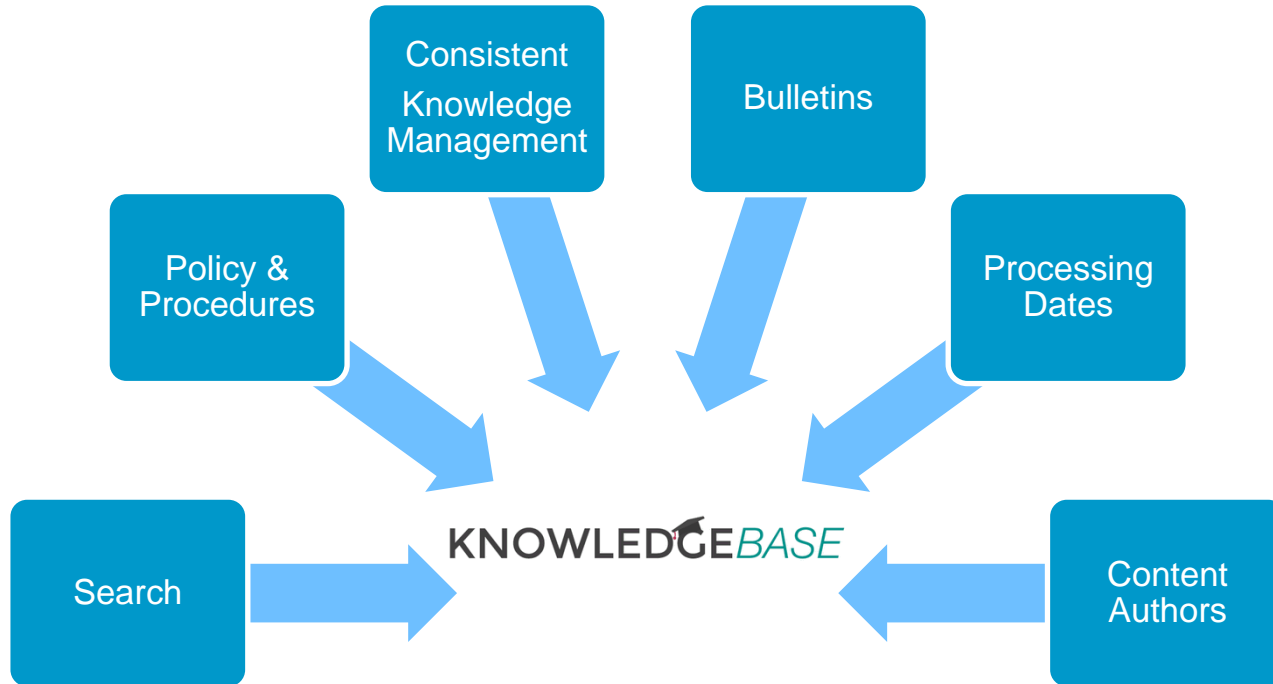
3 HEP & SLC

4 Social Media

Referral Routes

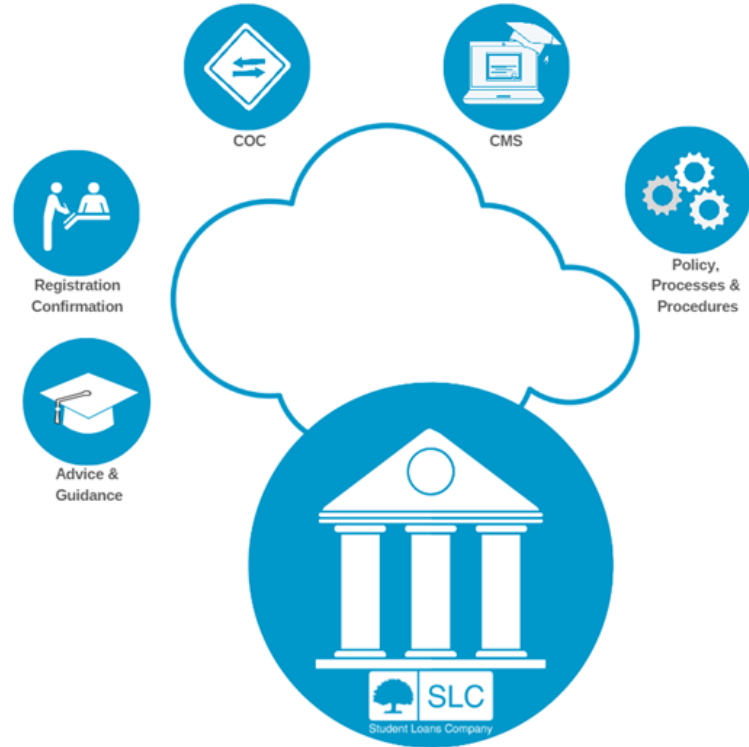


Knowledgebase



HEP & SLC – Working Together

- Shared responsibilities
- Importance of accuracy
- Complex policies, processes & procedures



Social Media



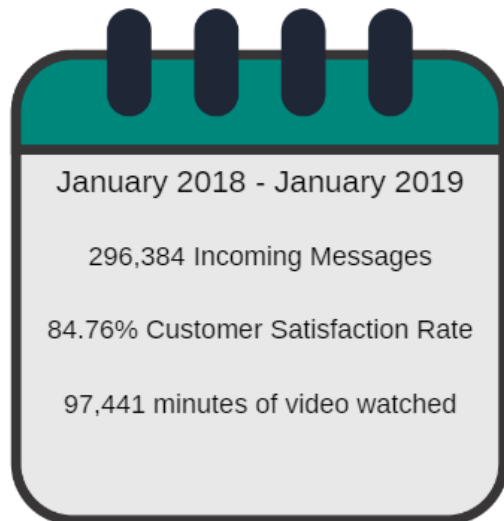
Social Media



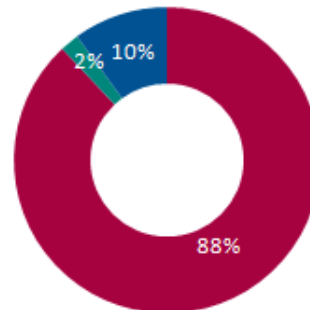
Social Media



Overall, how satisfied are you with the social media service that SFE provides? *



Would you contact SFE on social media again?



■ Yes ■ No ■ It would depend on my query

Social Media

@SF_England
how can you
justify the
interest you
charge?! This is
outrageous!

The chat stops at 5pm and they
don't reply. I am at college 9-5
so finding time to actually talk
to them was impossible

The time that it's taken to
answer each message is really
long. It took me three days to
solve a problem that in 5
minutes could have been solved



I feel the team need to complete
discussions with one customer
before moving on. This has taken me
hours to solve and still awaiting
response from end of day yesterday.
I assume they log off at 5 which is
why I got left hanging. Otherwise
they were helpful.

Sick to death of @SF_England to the
point it's actually putting me off
doing my top up degree.
I thought you were here
to help me?

Social Media

I was really impressed with such a quick reply, during a busy period for SLC

The social media team are brilliant for students who feel anxious or are unable to call by phone

I just want to thank @SF_England for everything! Not only were they kind and understanding, they also solved my problem very quickly, and to that I am internally grateful!

I was surprised that SFE can be reached through direct messaging on twitter and I'm glad because of this. I got a prompt response and the issue was resolved quickly. Thank you very much :)



Just want to let everybody know that I've been working on a problem with Tégan from @SF_England, who was fantastic and has fixed everything for me this is a fantastic service – great work.

Lauren Suttie & Gerard Harkin

Customer Service/ Contact Centre Manager

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www.slc.co.uk
www.gov.uk/student-finance
www.facebook.com/SFEngland/
www.twitter.com/SF_England

The slide features several decorative elements: a teal and yellow geometric shape in the top left; a blue geometric shape in the top right; a white grid pattern in the bottom left and bottom right; a red geometric shape in the bottom left; and a purple, pink, and teal geometric shape in the bottom right. A vertical orange bar is positioned to the left of the main text.

Thank you