

## **Case Study: The City of Cartersville**

### **Challenges:**

- The City of Cartersville is made up of eight different departments which need after-hour service. They are Customer Service, Police, Electric, Gas, Water, Public Works, Garage, and Communications. The main challenge was determining and understanding exactly what service each of the eight departments wanted us to provide for them.
- Eight different department managers.
- Eight different procedures and standards.
- Numerous call types for each of the eight departments.

### **Goals:**

- Maintain call abandon rate below 5%; Answer 80% of calls in 30 seconds or less.
- To tie the service offerings to each of the different, eight departments' needs.
- Exceed client expectations relative to service through providing call recordings, call statistics, and call records on a daily basis.
- Create a Lotus Notes Database in Domino 1 for inputting call data, and for emailing call records to each of the different departments.

### **Solutions:**

- Talk with department heads to discover individual department needs.
- Build database to house all records of calls.
- Training
- Performance Management by listening and evaluating call recordings.

### **Results:**

- Enabled the City of Cartersville to reduce staffing hours, by having their employees leave at 5:00pm, while at the same time expanding the hours of their customer service hours from 5:00pm to 8:00am the next day.
- Between the eight different departments we averaged 81% of the calls answered in 30 seconds or less
- Consistently met City of Cartersville standards for call handling.