

SRP Dual Contact Center Agents



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Hiring

- ❖ Online Assessment
- ❖ Phones Interview
- ❖ Fast Track (Speed Dating) Interviews
- ❖ Six weeks of Training
- ❖ Four weeks Transition

Why Cross-Train

Cross training your Contact Center Representatives will help your utility be better prepared in emergencies, improve productivity, and retain employees. SRP developed the role of dual agent to ensure customers needs can be met no matter when they call in.



Dual Training Programs

- ❖ Power / Water
- ❖ Power / Construction
- ❖ Power / Connected Home Team
- ❖ Power / Solar
- ❖ Back office representatives provided yearly power refreshers to ensure they can help in emergencies



Upside For Representative

- ❖ Employees are more knowledgeable
- ❖ Day to day work is more engaging and challenging
- ❖ They can get full hours when rest of contact center is being flexed
- ❖ Creates more opportunity for advancement
- ❖ Additional \$\$\$ for some cross-trained representatives
 - ❖ .75 cents more an hour for water & bilingual

Benefits for SRP

- ❖ Ownership and critical thinking required
- ❖ More collaborative and stronger team atmosphere
- ❖ Various call types, work is more engaging, less monotonous
- ❖ Flexibility to change phone skills of employees for specific calls during peak times
- ❖ External attrition of these employees is virtually zero
- ❖ Highly educated staff move on to other departments taking Customer Service skills with them.

Lessons Learned / Challenges

- ❖ Having to handle multiple call types can be difficult especially at first
- ❖ Advanced systems and additional equipment is required for dual agents to handle multiple applications for all call types
- ❖ Increased time off phones for initial training and refreshers.
- ❖ Ensuring dual representatives have time to solidify their knowledge base in new applications is critical. Switching them back and forth between call types too soon leads to call escalation and decreased FCR.

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