

Attachment 8 –Ausgrid’s pass through application Contact Centre Overflow Protocol (PUBLIC VERSION)

August 2015





Ausgrid Contact Centre

Overflow Function & Activation Protocols

Version 1.2 24.2.2015

Document Management

Version History:

Version	Date	Author	Section #	Amendment
0.001	11/11/14	[REDACTED]	All	Original Unfinished Draft
0.002	24/11/14	[REDACTED]	2.1.3,4.1.4, 3.2.6	Feedback from [REDACTED]
0.003	24/11/14	[REDACTED]	Added new sections	Added flow charts and overflow Contacts List
0.003	2/12/14	[REDACTED]	All	Updated stakeholder contact list, grammar, activation from stakeholders feedback ([REDACTED]) Updated technology section to reflect the process change that overflow employees will deactivate their existing extension and enter a new extension when performing overflow function
0,004	3/12/14	[REDACTED]	2.1.4, 2.1.5,4	Minor updates from [REDACTED]
1.0	10/12/14	[REDACTED]	3.1.6, 3.2.6	Added the I/O for overflow into payroll process, minor grammar fixes,
1.1	15/12/14	[REDACTED]	All	Changes from review with [REDACTED] minor wording in activation trigger- feedback [REDACTED]
1.2	24.2.15	[REDACTED]	1.3, 1.4, 2.1.4, 3.1.7 New sections 2.1.5, 2.1.7 4.1.4	Updates to the overflow function component of doc. Added reference to the Overflow Activation Testing document developed, updated title to include 'function', addition of section 2.1.5 & 2.1.7 after discussion with Risk Management. Added info re PC/ applications move/ changes into responsibilities section

Stakeholder & Distribution List:

Group	Name	Role	Action (Sign-off, Review, Information)	Approved/ Complete (as Applicable)	Date
NoCC Project Team	[REDACTED]	Manager – Telephony	Review	Review via email	3/12/14
	[REDACTED]	Outage & Incident Management Manager	Review	Review via email	5/12/14
	[REDACTED]	Project Manager – NoCC	Review	Handwritten on document copy	3/12/14
	[REDACTED]	Executive Manager - Customer Services	Review & Sign-Off	✓ via email	3/12/14
	[REDACTED]	Workforce Planning Manager	Review	Review via email	2/12/14
	[REDACTED]	Manager – Data Analytics	Review	Review via email	10/12/14
	[REDACTED]	Business Analyst TCCS	Review	Covered by Alex Klujin feedback	3/12/14
	[REDACTED]	Project Support	Review	Verbal feedback	10/12/14
Process Owner	[REDACTED]	Contact Centre Manager	Review & Sign-Off	✓ via email	3/12/14
Overflow Areas	[REDACTED]	Installation Data Ops & Minor Conn Mgr	Review	Review via email	28/11/14
	[REDACTED]	Manager – Network Connections	Review & Sign-Off	✓ via email	3/12/14
	[REDACTED]	Manager - Claims	Review	Review via email	4/12/14
	[REDACTED]	Manager – Governance Risk & Compliance	Review & Sign-Off		

	██████████	Operations Manager – Meter Data Support	Review	Review via email	27/11/14
	██████████	Data Translations Officer	Review		
	██████████	Exec Manager – Data and Tech Services	Review & Sign-Off	✓ via email	10/12/14
	██████████	Billing Manager - Billing	Review & Sign-Off	✓ via email	3/12/14
	██████████	HR Services Manager – Ausgrid	Review & Sign Off	✓ via email	8/12/14
	██████████	Risk Manager – Ausgrid	Information		24/2/15
	██████████	Manager – Customer Service	Information		24/4/15

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1 Background

1.1 Background Overview

Ausgrid is transitioning from a combined TSA and Network Contract Centre model to a stand alone Network Only Contact Centre (NoCC) from 8 December 2014. The NoCC structure consists of 51 FTE to service the Network Response and Network General Enquiries functions. Network response call activity has significant volume variations with major spikes, which under the combined model were serviced from the TSA employees. To supplement the NoCC structure there is a requirement for 30 FTE to provide 'Overflow' support to the NoCC during peak call volumes when workload exceeds NoCC FTE employees.

A strategy was developed, consulted industrially and signed off by the Retail Transitional Executive Steering Committee (RTSEC) and implemented to recruit these employees via an expression of interest to targeted work groups within Ausgrid. Refer to the 'NoCC RTESC Overflow Briefing Paper 12/9/2014' for further details.

1.2 Purpose

This purpose of these protocols is to document the function and activation guidelines for the Overflow Employees.

1.3 Related Documents

Date	Version	Author	Document Name
08/11/2014	1.4	██████████	Network Only Contact Centre BRD
19/11/14	V0.1	██████████	NOCC Stage 3- Functional Specification- V0.1 Draft Final
12/9/2014	1	██████████	NoCC RTESC Overflow Briefing Paper
8/7/2014	1	██████████	NoCC Overflow FTE Requirements
24/2/15	0.4	██████████	Ausgrid Contact Centre Overflow Activation Testing

1.4 Abbreviations, Acronyms and Definitions

Term	Definition
CSR	Customer Service Representative
Genesys	Software telephony system that is used in the Contact Centre to route calls
IDO	Installation Data Operations
NICE Recording	NICE captures, records and logs customer calls in the NoCC.
NoCC	Network only Contact Centre
NoCC Availability Register	Register of employees availability to be called outside standard work hours to work which is maintained by the NoCC
OMS	Outage Management System
PFA	Dedicated Line for Police, Fire, and Ambulance to call.
WFM	Workforce Management – Genesys System used for forecasting and rostering.
GOS	Grade of Service. % of calls that are answered in a specified time
RTESC	Retail Transitional Executive Steering Committee. Committee established for Oversight for final stages of TSA transition to EnergyAustralia & preparedness for a Network Only business. Members: General Manager- Finance and Compliance, General Manager- People and Services, General Manager- Information, Communications and Technology, General Manager- Network Operations & Executive Manager- Shared Services

2 Overflow Function

2.1.1 Call Types for Overflow Employees

Overflow employees will be routed the simplest network response call types – known and unknown outages originating from the 131388 number. Any other call types received by these employees would only occur via the customer ringing the wrong number or making the wrong selection in the auto attendant.

2.1.2 Overflow Support Times

Overflow activity is split into 2 categories:

- During the employees standard business hours (generally 7am till 5pm Mon - Fri). This is the primary requirement.
- After hours (5pm till 7am Mon- Fri and weekends/public holidays) – option for each overflow employee to specify if they would like to be on the NoCC After hours Availability Register for contact outside of standard hours of work for call in.

2.1.3 Call Handling

Once an overflow event is triggered overflow employees will provide support from their regular workstation using their existing Alcatel phone by deregistering their existing extension, registering a new extension specific for overflow (set up as a CSR profile) and logging in with an allocated NoCC Alcatel Pin number. The Overflow team will use the buttons on the Alcatel Hard Phone to answer and manage overflow calls. When logged in with their NoCC Pin they will be routed known and unknown outage calls. This is achieved by allocating the overflow skill to overflow employees and the routing strategy for the 131388 known and unknown outages including the target of overflow skill.

When logged in using the NoCC extension calls are recorded (excluding internal calls to other Alcatel extensions). Recording of calls stops when the user logs out of the phone. The NICE Mute On Demand (MOD) application has been installed on all Overflow Member's desktop PCs for instances where the customer requests their call not be recorded.

Note: If overflow employees are ever required to use Rockwell in the event of Genesys and Alcatel failure, they will need to co-locate with the Sydney or Wallsend NoCC. The NoCC will allocate the PINs from an existing spare list and communicate at the time to the employee how to use Rockwell.

Full details of the technology set up for overflow is detailed in the NOCC Stage 3- Functional Specification- V0.1 Draft Final.

2.1.4 Maintenance of Overflow Headcount

Overflow headcount requirements have been calculated as 30. Refer to 'NoCC Overflow FTE Requirements V1' for details of analysis. Overflow employees have been selected via an EOI to identified business areas and ex-Contact Centre employees regardless of business area. Overflow employees selected will remain on the overflow function until they elect to be removed or are advised by the NoCC that they are not required. If an overflow employee changes roles within the organisation continuation will be subject to discussion between the new business area and the NoCC with consideration to the new work responsibilities, location and ability of the NoCC to maintain required overflow capability.

The Contact Centre will maintain a minimum of 30 overflow employees and will initiate the EOI process if employee numbers fall below 30.

Furthermore, the Contact Centre will regularly review the overflow head count requirements to ensure adequate capability and initiate business approval for changes in minimum headcount if required.

2.1.5 Overflow Workstations

Overflow workstations and associated hardware cannot be moved without prior notification to the Contact Centre and testing in the new location for overflow capability. Software applications cannot be loaded onto the workstation without the prior completion of testing to ensure that the Contact Centre applications are compatible and work with the new software. Overflow workstations and associated hardware will be labelled to assist in this requirement.

2.1.6 Training & Competency

Overflow employees are trained by the NoCC and assessed to ensure competency for identified call types. Initial training is one day and refresher training will be undertaken every six months. Additionally, individual coaching may be undertaken as agreed between the overflow employee, their business area and NoCC as required to ensure competency.

2.1.7 Testing of Overflow Function

An overflow activation testing document has been developed (Ausgrid Contact Centre Overflow Activation Testing-24/2/15) that details the testing strategy for 1) Activation Protocols, 2) Technology and 3) Overflow employee competence.

3 Activation Protocol

3.1 Business Hours

3.1.1 Activation Trigger

Requirement for activation of overflow employees will be triggered by a peak in NoCC network response call volumes that exceed the resource capability of the NoCC to meet real time GOS service standards after internal workforce planning levers are exhausted (i.e use of support resources in the NoCC, cancellation of scheduled off phone activities). Guiding principles > 10 minute delay/or over 50 calls in queue.

3.1.2 Authority to Activate

The Contact Centre Manager and Workforce Planning and Reporting Analyst have the authority to activate overflow functionality.

3.1.3 Process & Timeframe to Activate

The NoCC will contact the overflow area's nominated manager and advise the number of resources required, estimated length of time and NoCC Team Leader responsible for supervision/support to the Overflow Team.

Nominated manager to determine which overflow employees within their area to use and organise activation (within 15 minutes), advising NoCC when complete.

3.1.4 Priority of Work Groups for Activation

Workgroups providing overflow employees will be utilised equally sharing the workload on a rotational basis.. The NoCC will liaise with the nominated representatives at the end of each month for the following month for input to plan the activation priority for the following month and will include the following principles:

- where possible activating a minimum of 2 employees from any one area so employees have a team mate
- noting periods of the month where work areas are short resourced / have regular high workloads or critical targets to achieve and for this period giving them last activation order.

3.1.5 Supervision during Overflow

There are no changes to reporting lines of overflow employees. However, when overflow employees are activated the NoCC will nominate the NoCC Team Leader responsible for the leadership of the employees during activation. This Team Leader will communicate to the overflow employee as required during activation to provide support and ensure smooth operations related to Contact Centre. The direct line manager will be copied on any communication to the employee.

3.1.6 Payroll Process

Timesheets for the overflow employee to allocate time spent logged in to the NoCC Overflow I/O (159020608) by the existing payroll process for that business area. Where the overflow employee's normal rate of pay is less than Grade 7, Grade 7 is to be paid for this period (minimum 1 hour).

3.1.7 Notification of Overflow Activation and record keeping

The NoCC will maintain records related to activation dates, times, duration work area and employees for reporting purposes and to facilitate equal spread of workload (subject to principle in 3.1.4). If the overflow function is activated, the Manager –

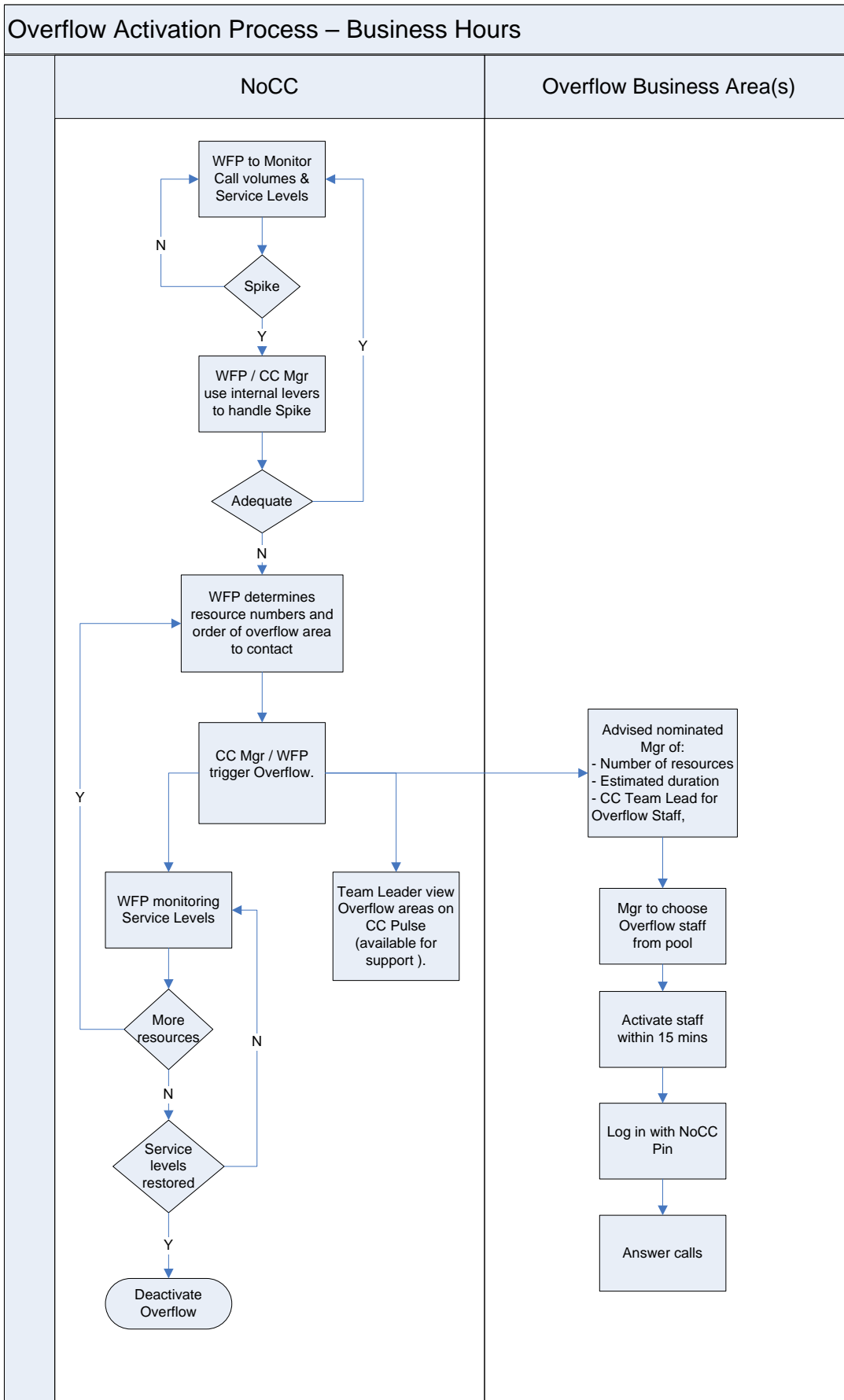
Customer Service will be notified and post implementation a report of the activation will be sent to all overflow areas and the Manager – Customer Service.

3.1.8 Maintenance of skills, testing of activation processes

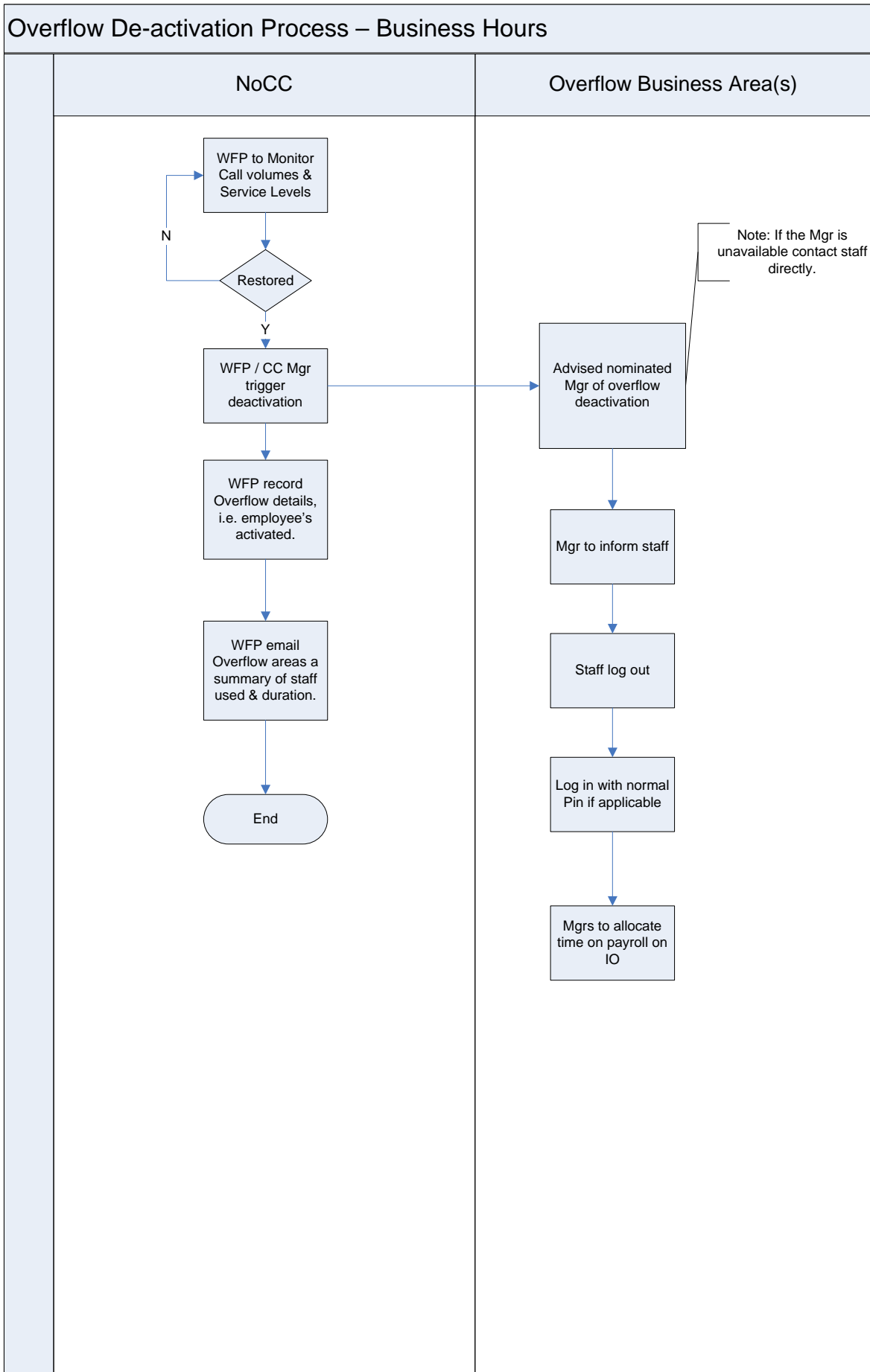
Any communication of process business updates relevant to the overflow employees for their capability to perform this function will be communicated by the NoCC Training and Process Officer. Any communication will be copied to the employee's direct manager.

Regular testing at the overflow employees desk will be undertaken to ensure the employee retains the skills and knowledge to log in and answer calls in accordance with section 2.1.6 and 2.1.7.

3.1.9 Flow Chart – Activation Process – Business Hours



3.1.10 Flow Chart – De-Activation Process – Business Hours



3.2 Outside Business Hours

3.2.1 Activation Trigger

Requirement for call in for additional resources is call volumes exceeding rostered resource levels. Note: activation may also be based on expected call volumes based on storm warnings.

3.2.2 Authority to Activate

The Contact Centre Manager, Workforce Planning and Reporting Analyst, Shift Team Leader, On Call NoCC Pager Leader have the authority to call in employees.

3.2.3 Process

The NoCC personnel determining the requirement to activate resources contacts the employees on the contact details provided.

3.2.4 Priority of Employees for Call in

The NoCC has 2 resource mechanisms for utilisation after hours.

- A) On call pager employees – NoCC employees who are on call must respond.
- B) NoCC After Hours Availability Register – Register of all NoCC employees and their availability to be contacted after hours to be asked to come in to work. The overflow employees may opt to be included on this register and if they indicate availability they may be contacted and offered the opportunity to work outside business hours.

Note:

1. NoCC employees will be prioritised above overflow employees for contact outside business hours to be asked if they would like to come in. When considering contacting an overflow employee consideration will be given to stand down impacts to their regular place of work.

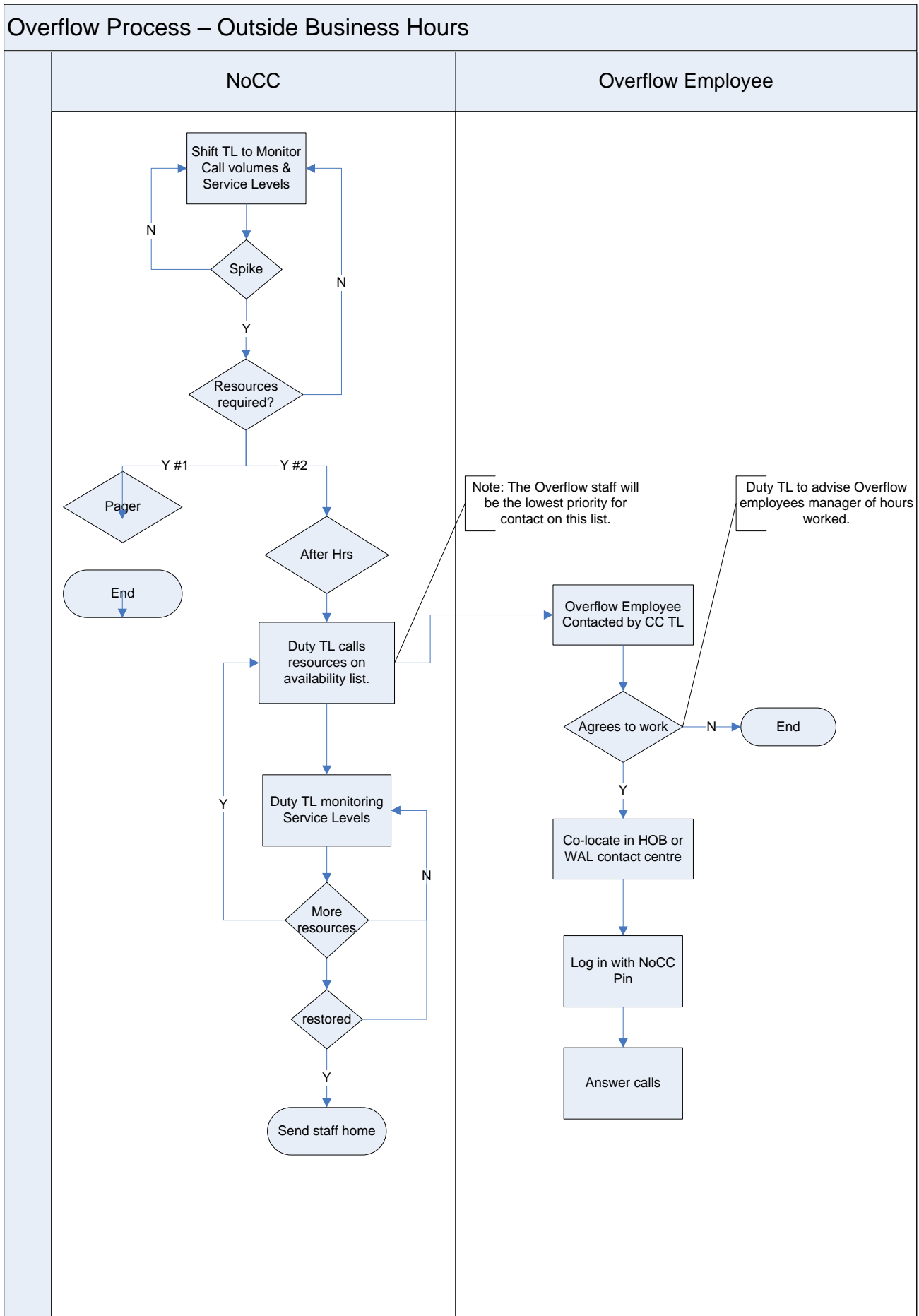
3.2.5 Location of employees called in outside business hours

Overflow employees if called and they agree to come in outside business hours will generally be required to co-locate at either the Sydney / Wallsend Contact Centre for safety reasons.

3.2.6 Payroll Process

On Call NoCC Pager Leader will email the overflow employees Team Leader with the hours worked for the employee to be paid by the existing payroll process for that business area. Time to be booked to the NoCC Overflow I/ NoCC Overflow I/O (159020608).

3.2.7 Flow Chart- Outside Business Hours



4 Responsibilities

4.1.1 NoCC Manager

- Activation of overflow employees
- Monitoring of overflow resource FTE requirements and triggering of EOI process for additional employees
- Work with overflow business areas for monitoring of overflow function performance
- Notification of activation of function and post activation reporting to the business

4.1.2 NoCC Workforce Planning and Reporting Analyst

- Coordinating with overflow areas to develop and maintain priority of work groups for activation
- Maintenance of this protocol document
- Recording & reporting of overflow use
- Maintenance of overflow employee list

4.1.3 NoCC Training and Process Officer

- Training of overflow employees
- Testing at overflow workstations and maintenance of the overflow employees competence
- Communication of any NoCC process/work instructions relevant to the overflow's capability to perform the function

4.1.4 Overflow Employee

- Updating after hours availability
- Prior notification of any location / role change to the NoCC
- Ensure no changes / removal of computer or desktop hardware (ie PC, Alcatel phone, amplifier, headset) without prior approval from the Contact Centre due to potential impact to overflow capability
- Ensure no new software applications are loaded onto PC unless they have been tested to ensure compatibility with Contact Centre applications due to potential impact to overflow capability

4.1.5 Overflow Employee Direct Manager / Nominated Business Contact

- Ensure contactable as nominated contact for overflow activation advise Contact Centre Work Force Planner off alternative contact
- Ensure no changes / removal of computer or desktop hardware (ie PC, Alcatel phone, amplifier, headset) without prior approval from the Contact Centre due to potential impact to overflow capability
- Ensure no new software applications are loaded onto PC unless they have been tested to ensure compatibility with Contact Centre applications due to potential impact to overflow capability
- Advise any planned changes to workstation location to the Contact Centre so that testing can be conducted post move
- Work with NoCC WFP to advise critical work periods for area for consideration in determining priority to be called when overflow employees are required
- Payroll for employee for time spent on overflow / after hours call in against internal order after activation
- Acknowledgement of the provision of overflow support to the NoCC in the PDS process

5 Annexure A - Overflow Business Areas - Nominated Managers

Overflow Area Represented	Contact	Name	Role
IDO	Primary Contact	██████████	Team Leader - IDO
	Secondary Contact	██████████	Installation Data Ops & Minor Conn Mgr
NCIG	Primary Contact	██████████	Manager - Claims
	Secondary Contact		
MDA	Primary Contact	██████████	Operations Manager – Meter Data Support
	Secondary Contact	██████████	Data Translations Officer
Billing	Primary (Sydney)	██████████	Team Leader- Network Billing
	Primary (Wallsend)	██████████	Team Leader – Network Billing
HR Services	Primary	██████████	HR Services Manager – Ausgrid