

- 1 **Q. Please provide a description of Newfoundland Power’s customer call answering**
2 **system and how call answering performance is monitored and measured.**
3
- 4 A. Newfoundland Power uses an automatic call distributor (“ACD”) system to route calls
5 efficiently to agents. The ACD has a total of 62 telephone lines that are used for inbound
6 calls, outbound calls and interconnection to other phone systems such as the System
7 Control Centre.
8
- 9 The ACD includes an interactive voice response server, which provides customer self-
10 service options 24 hours a day, and a contact server, which automatically generates
11 customer account information associated with the calling phone number for customer
12 service personnel when a call is answered.
13
- 14 The ACD also provides real time performance monitoring and historical reporting.
15
- 16 Real time monitoring enables service attributes such as call volumes and wait times to be
17 displayed prominently throughout the Customer Contact Centre. This facilitates
18 employee awareness of service levels and ensures calls are answered in an efficient
19 manner. The ACD also permits real time monitoring of calls to evaluate the quality of
20 the customer service being provided.
21
- 22 Historical reporting of Customer Contact Centre performance provides the data, such as
23 the percentage of customer calls answered within 40 seconds, necessary to measure and
24 manage Contact Centre performance.