Progress Update – Customer First

No	Recommendation	Responsibility	Anticipated Completion Date/ Completion Date	Evidence of Progress 04/10/10	Assessment of progress (Categories 1-4) 04/10/10	Evidence of Progress 13/12/10	Assessment of progress (Categories 1-4) 13/12/10
5	To assist customers presented with a voicemail message when contacting Council officers by telephone the existing service standards and guidance for the use of voicemail be enhanced and promoted, in particular: § All voicemail messages include the officer's name, team or service details and extension number. § The alternative voicemail message facility is used if the officer being contacted is out of the office on business for the day or away on holiday. § Voicemail messages give an indication when the caller can expect to receive a response, or otherwise provide the caller with an alternative telephone contact officer and number. § Targets for	K Hornsey D Hurwood J Robinson J Robinson / S Stoker K Hornsey/ J Robinson J Robinson	Dec08 - Jan09 Feb09 Start Feb09 Jan09 Ongoing April 09 and six-monthly thereafter	Voicemail settings and recordings on individual handsets and for PA/Heads of Service telephony systems are now implemented and are being monitored through mystery shopping. There has been a delay implementing the new arrangements on 12 service specific hunt groups. We are working with Nextira One to resolve this. The changes require a technology upgrade which is currently scheduled to be installed in October 2010. Anticipated new completion date December 2010.	3 - Slipped	The technology upgrade referred to in the previous progress update report did not proceed due to technical problems identified during the testing phase. The upgrade has been rescheduled for December 2010 and it is anticipated that the 12 hunt groups will be in place with improved voicemail arrangements by the end of February 2011.	3 - Slipped

responding to voicemail messages are established. Furthermore, taking into account the above recommendation, the use of voicemail be included in future mystery shopping exercises.						