

Callbacks

1. Purpose

These guidelines are to provide guidance on the management and timing of call backs to customers.

2. Background

The Customer Service team is responsible for managing calls from the public that come to the main customer service number. If all available agents are busy callers may be given the option of requesting a “call back” from customer service. If this option is taken, the caller’s phone number will be queued in Touchpoint in the call back queue. When a Customer Service Officer is available they will be directed to log into this queue which will then contact all the callers who have elected to receive a call back.

3. Scope

These guidelines is applicable to all officers who work in the Customer Service team at The City of Greater Dandenong

4. Guidelines

Callbacks

a – As soon as is practical Customer Service Support will direct an available Customer Service Officer to log into the call back queue to contact callers who have selected this option

b – This will ideally be done within 2 hours of the caller electing this option however, may be influenced by ‘live’ call volumes

c – Customer Service will commit to contacting all call backs within 1 working day of the caller electing to receive a callback

d – If a customer does not answer when Customer Service calls back a message will be left on any available answering service to advise that the Council has attempted to contact them. If there is no available answering service the Customer Service Officer will re-schedule the callback for a later time.

e – a maximum of 2 callbacks will be made.