

DNO actions from last meeting

Alison Sleightholm

CSIWG – 26 March 2013

DNOs to provide feedback on the approach used to calculate the customer satisfaction survey target/max rewards/max penalty score

- No overall consensus view
- Agreement on suggested approach of fixed targets for eight years with the exception of NPG who want a mid-period review
- Majority agreed with a common target with exception of UKPN who want recognition of special factors for London

Broad Measure Customer Survey 2

DNOs to provide their views on whether additional data is needed to set the customer satisfaction survey target/max reward/max penalty score for general enquiries and interruptions components

- Consensus view that additional data not required to set the customer survey target for ED1
- UKPN have initiated some work using UK CSI data to inform the target setting process

DNO feedback on the approach used to calculate the complaints metric target/max penalty score

- DNOs agree with the approach proposed to calculate the complaints metric as set out in the strategy decision document
- DNOs agree with fixed target approach and believe that 12/13 data would be best data to use to set the target

Telephony – unsuccessful calls

DNOs to provide feedback on level of influence that unsuccessful call should have on the interruption customer satisfaction survey score

- DNOs agree that scaling should be the same as in DR5 for the telephony survey and should cover interruptions (planned and planned & unplanned) calls only providing the targets are scaled to reflect it.

Telephony – call reporting

DNOs to ensure that they are reporting unsuccessful calls consistently

The following potential inconsistencies in reporting were identified

- KM1 – are out of scope calls (e.g. supplier calls out-of-area calls) included/excluded?
- KM2/3 – can a call reported in KM1 have more than one outcome (i.e. messaged and speak to agent)
- KM4 clarity is needed on whether abandoned calls are included
- KM5 DNOs to identify whether there are any differences in respect of calls not placed by the service provider i.e Cable and Wireless/BT
- Deadband. A strawman for a consistent approach to the delay from the end of the IVR and the start of the queue for abandoned calls was proposed by SSE. Action on everyone to consider if a dead band of 3-second delay is acceptable and to come back with their views