

Fire-Power Customer Care: Right People, Right System, Right Time

Leadership
Buy In and
Support

Customers and their requirements



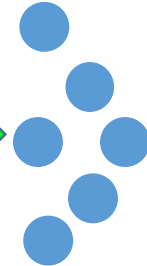
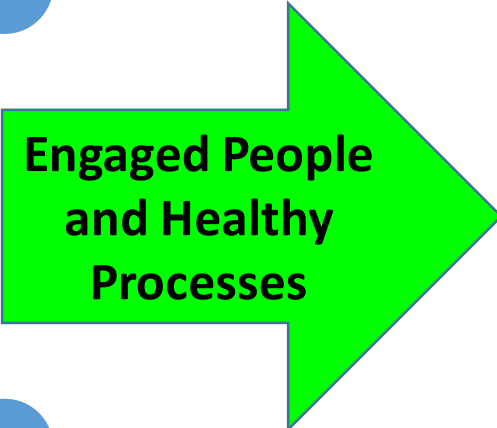
Processes and Systems



Workforce and their requirements, *KSAs, and Engagement Factors



*Knowledge, Skills, and Abilities



Maximize Human Capital

- Improve customer service trends!
- Reduce Wait Times
 - Reduce Transaction Times
 - Increase Accuracy

Request a Quote

Did you know?

- 85% of a November 2013 survey indicated government employees were in “customer service” even if they are not in a formal “customer service” position.
- A dissatisfied customer will tell 9-15 people about it.
- Happy customers who have their problems resolved will tell 4-6 people about their positive experience.
- 94% of customers do not want to be transferred to another representative more than once.
- 80% of complaints received by an organization are likely to have poor communication as their root cause, either with the customer or within the organization itself.

**Solve this
Problem Now!**



Positive Proven Results of Implementing FirePower Customer Service

6 Months BEFORE:

- Wait time under <5 minutes went from 69% to 38% (unfavorable)
- Wait time >25 minutes went from 2% to 18% (unfavorable)
- Abandoned customers (people who left without being served) went from 2% to 10% (unfavorable)
- Average number of weekly walk in transactions ranged from 200 to 450.

3 Months AFTER:

- Wait time <5 minutes went from 36% to 56% (improvement)
- Wait time >25 minutes went from 20% to 8% (improvement)
- Abandoned customers (people who left without being served) went from 10% to 4% (improvement)
- Average number of walk in transactions ranged from 400 to 550

Bet you didn't know this?

- Top 4 challenges that block good service are:
 - No Customer Service Strategy
 - Bad “people” skills
 - Lack of Measurement
 - Archaic Technology

According the November 2013 government survey

**The 2 largest roadblocks to good customer service in government are:
(survey of government employees taken 4 months ago!)**

- **Staffing**
- **Lack of Organizational Support**



A different survey indicates: (2 surveys corroborate each other!)

The following 5 challenges that block successful customer service in government:

- Lack of Guidance, Standards and Uniformity
- Inadequate Budget and Staffing
- Confusing Language for Customers
- Lack of Integrated Data and resources
- Archaic Technology and Reporting Systems

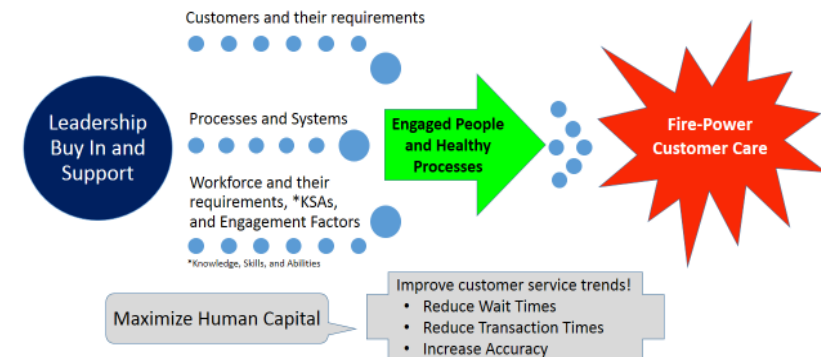


The survey indicated that the top three ways to improve customer service for 2014-2015 are:

- Implement organizational culture change initiative to promote a customer focus service orientation.
- Deploy a multi-channel approach that includes a comprehensive array of communication vehicles.
- [Mandate soft skills training](#) (for example - how to improve customer service, resolve conflicts, communication, and follow up).

People + Process = Results!

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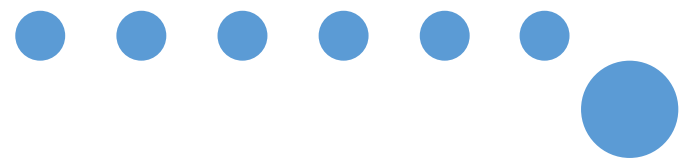


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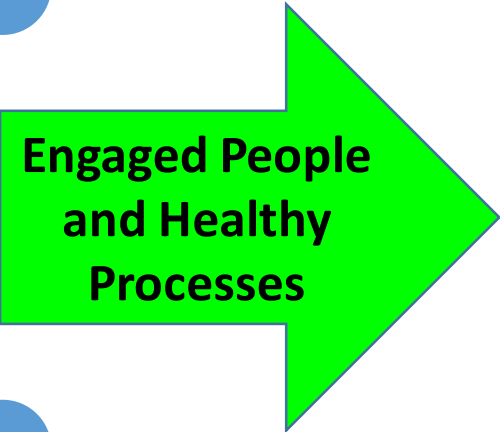
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