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[PDF] Your Call Is (Not That) Important to Us: Customer

If you donâ€™t have the name of the person you need, then please call the team covering the service userâ€™s local area who will be able to help you. Contact details are available on the Families First Internet pages.

If your call is aboutGet in touch with - staffordbc.gov.uk

growth of social media, coupled with resource limitations and demands to minimise call times, are all contributing to the realisation that the status of customer services within social housing organisations needs more focus than ever before.â€• Peter Graddon - Your Call Founder 35% offer full services 24/7 65% offer emergency only 24/7 staff homes

The Changing Face of Customer Service in the Housing Sector

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Improving your agentsâ€™ first call resolution rate (FCR) and tracking that metric is a way of measuring your employeesâ€™ efficiency and driving customer satisfaction. Itâ€™s important to remember that you canâ€™t evaluate your agents in a vacuum.

3 Ways to Improve Your Call Centre Monitoring Practices

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