

Case Study – British High Commission

Challenge

The British High Commission (BHC) Consular Section receives a substantial number of calls from the public, enquiring about Passport and Entry Clearance (Visa) matters. The cost of the service had to remain cost neutral whilst improving the level of service and integrating IVR, fax on demand, email on demand, credit card payment gateway, switch to live operator and switch to BHC operator options.

Solution

“British High Commission Passport & Visa Information Service”

Working together with Total Systems Solutions (TSS) and Call Centre Services (CCS) Phone Australia programmed a service that would meet the complex requirements of the BHC.

The IVR system Phone Australia devised provides a wide variety of BHC Passport & Visa specific information, which the caller can listen to simply by navigating the IVR flow (menu of choices) and by making the required selections using their telephone keypad. The caller can also select to be transferred to a CCS consultant, who can provide the caller with ‘live’ information, as well as by fax, email and an information pack. If the CCS consultant is unable to provide the information required, they can transfer the caller to a BHC Consultant in Canberra for subsequent resolution. The system allows for mid call tariff changes and for charges to be incurred for information pack requests.

The system has been programmed with 26 different message options and can deal with the demands of multiple callers.

Through the strength of the Phone Australia reporting systems, BHC has access to online real time reports that specify number of calls, dates, times, talk durations, abandoned calls, number of switches to live operator, average wait times and exactly which menu options have been chosen. This allows both Phone Australia and the BHC to continuously assess and analyse call statistics to ensure the service is running efficiently.

Results

The BHC continues to run their Passport & Visa Information Service through Phone Australia.

The major 'milestones' for the service to date have been:

- Over **300,000** calls in **28 months**
- Improved customer service
- Greater efficiency and staff resource management

The service has enabled the British High Commission to effectively and efficiently run its informational service, decreasing customer waiting times, and freeing up staff resources.

