

# Switchboard Decommission

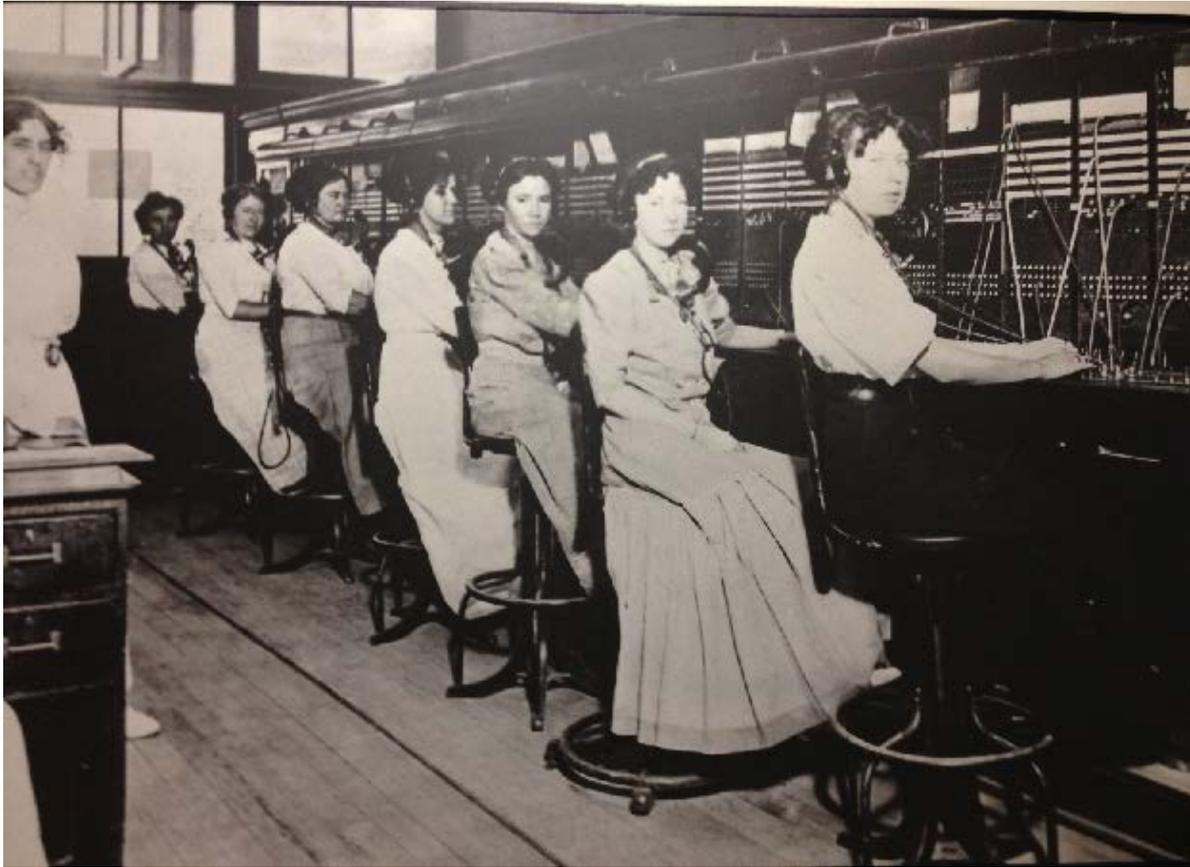
Presented By

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City of Phoenix

**City of Phoenix**



# Switchboard History



Was a 24hr service until April 2010 when it was reduced to 8am -5pm Monday – Friday



# Switchboard Decommission Business Case

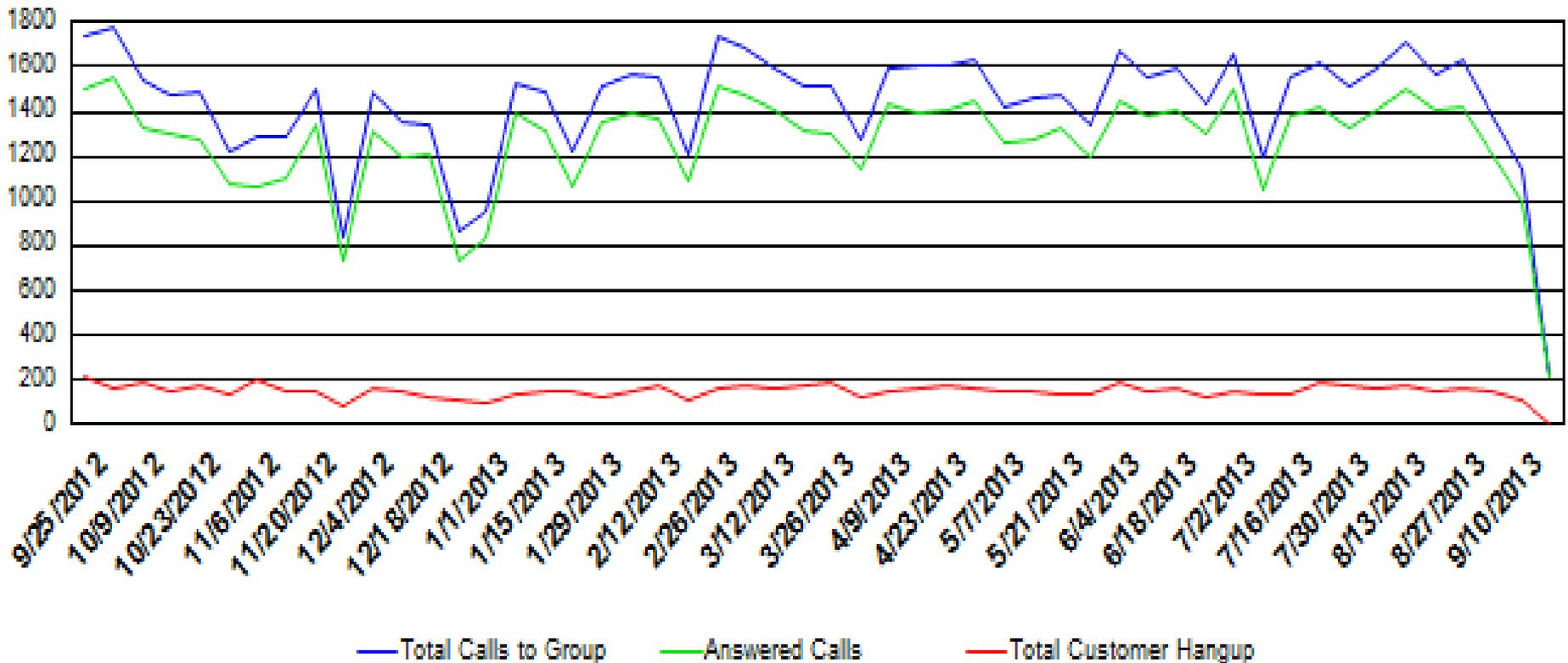
- Efficiency Reduction in FY 13/14 Budget
- 3 FTE answer ~240 calls/day, M-F, 8a-5p
- Replace with Interactive Voice Response (IVR) System saving ~\$250K annually
- Top 10 call types account for 80% of volume; these are on the IVR
- Opt-out callers transfer to PW-Solid Waste contact center, PIO and CMO
- IVR Live September 9
- Full Transition September 30



# Call Volume Data

## ITS Switchboard

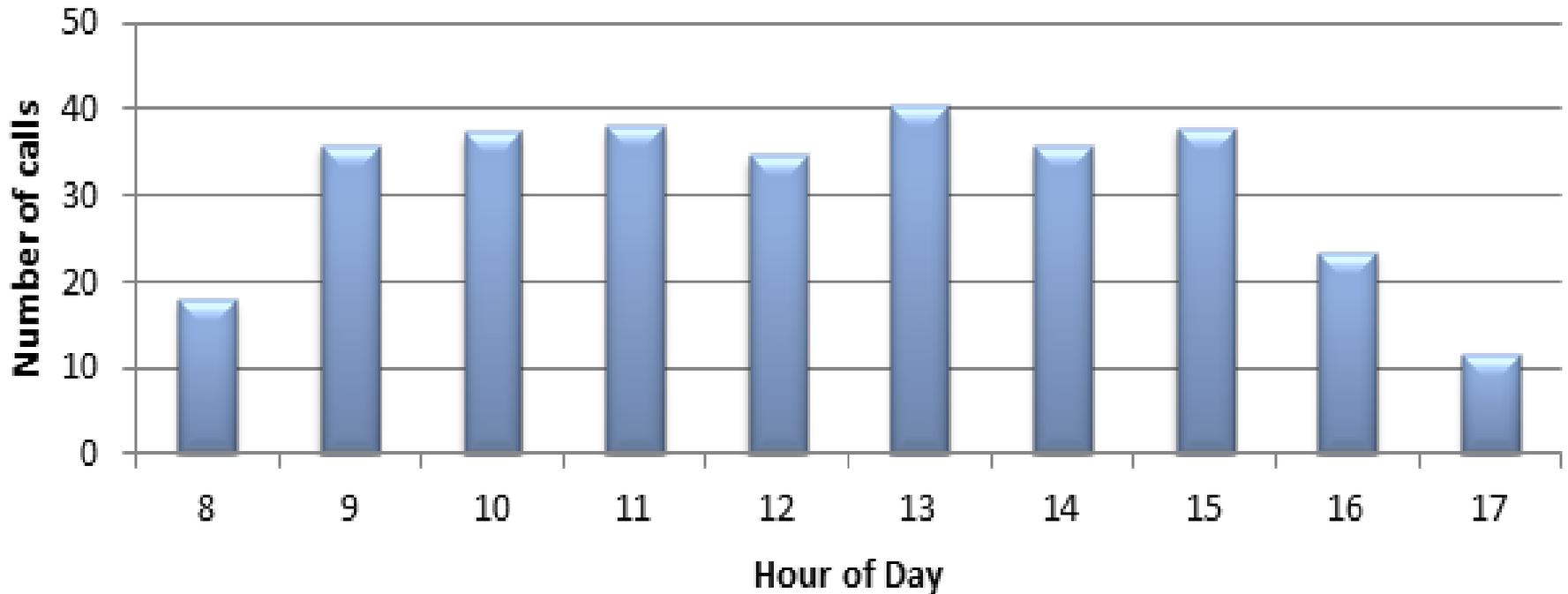
Weekly Calls for 52 Weeks





# Avg. call volume by hour

**Average Number of Calls Received Hourly for Week Ending August 30, 2013**





# Switchboard Service Levels

## Switchboard Total Calls Summary

Incoming	Answered	Abandoned*	Abandoned %	% Answered < 3mins
1562	1401	161	10.3%	100.0%

\* Abandoned call rate includes higher than normal number of hang ups from City personnel and citizens misdialing "0"

Note

ACD Spanish**	1
262-6300	191
Adjusted % Abandoned Call Rate ***	9.2%

\*\* Does not reflect Spanish calls Spanish Speaking Operator receives on English ACD Line.

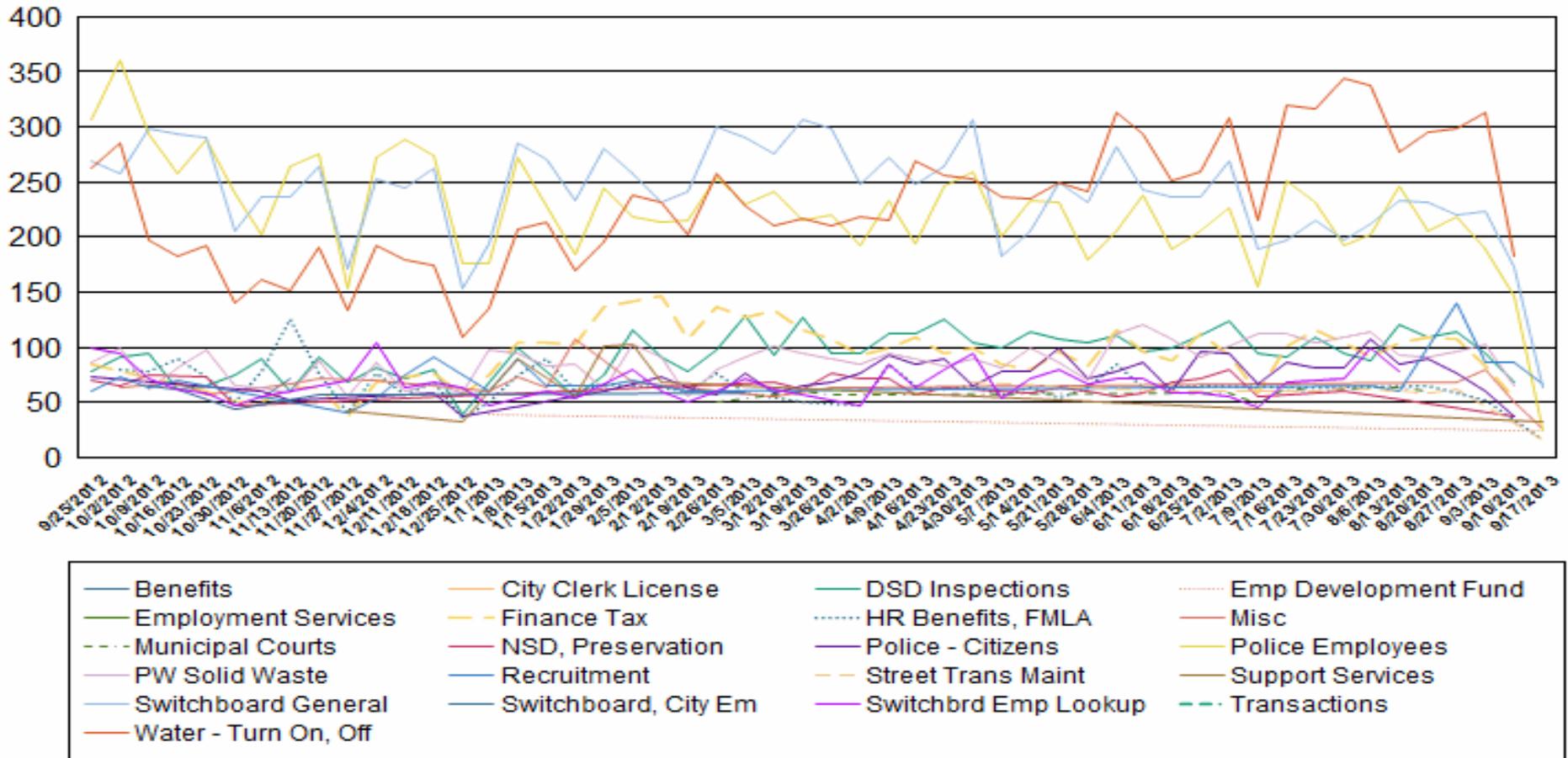
\*\*\* Adjusted abandoned call rate reflects calls answered on all of Switchboard Services incoming phone lines; 2-6011/0, 2-6300 and the Spanish ACD Line.



# Calls Categorized by call type

## ITS Switchboard Weekly Top 10 Calls

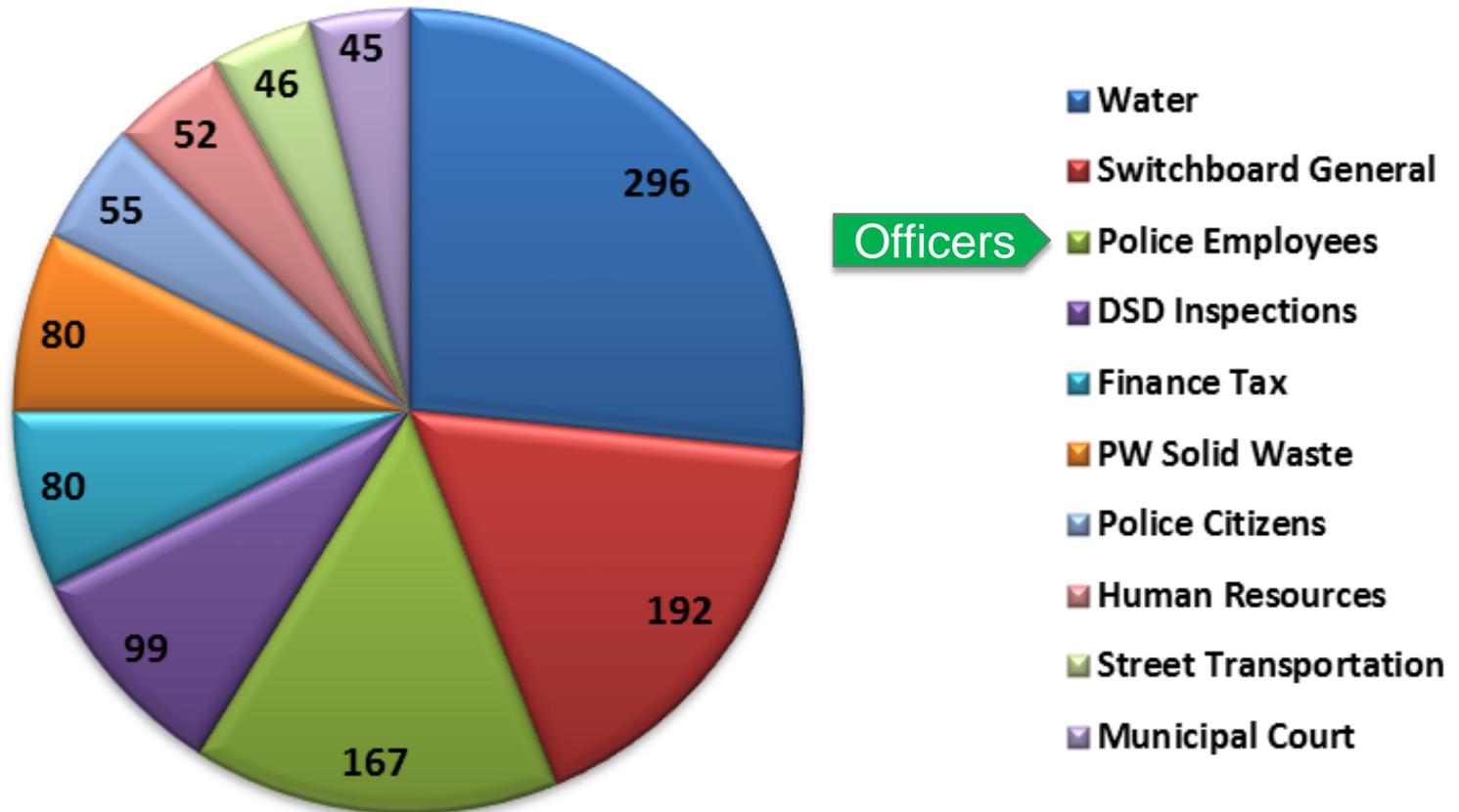
For 52 Weeks





# Categorized by call type v2

## Switchboard Top 10 Call Types



Verbiage: Thank you for calling the City of Phoenix Automated Officer Assistance Line. This line is to be used only by authorized members of the City of Phoenix Police Department, in order to proceed, please enter your employee ID followed by the pound sign..

(602) 262-6200  
Main Greeting.  
Check Emp ID

ID correct?

No

Play message and hang up

Verbiage: You are not authorized to use this system. Good-bye.

Yes  
Selection Menu

Verbiage: Thank you. Please select one of the following choices based upon the service you need: If you need to make a long distance call, please press 1. If you need to make an unfiltered call, please press 2. If you need directory assistance, please press 3. For all other assistance, please press 4.

- ① Long Distance
- ② Filtered Call
- ③ Water Emergency
- ④ Streets Emergency
- ⑤ Traffic Signals
- ⑥ Directory Assist
- ⑦ Repeat
- ⑧ Repeat
- ⑨ Repeat
- ⑩ Repeat
- Null Repeat

Long Distance Call

Goto Figure 2

Unfiltered Call

Dials 88 + Number

Route call to (602) 261-8000

Route to (602) 262-6441

Route to (602) 262-6021

Dials Free 4-1-1  
1-800-373-3411

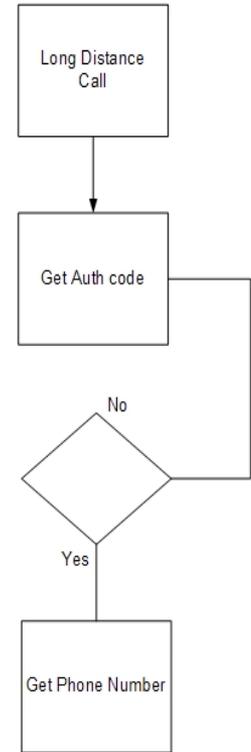
Verbiage: Please enter the number you wish to dial followed by the pound sign.

Verbiage: Please enter the number you wish to dial followed by the pound sign.

**Call volume now:**  
 Sep 2013 = 1,026  
 Oct 2013 = 1,156

**This IVR went LIVE**  
**April 2010**  
**Avg. 900 calls per month to 8/2013**

Figure 2



Verbiage: Please enter your CID followed by the pound sign.

Verbiage: You entered XXXXXX, is this correct?

Verbiage: Please enter the number you wish to dial followed by the pound sign.



Engineer: xxx	Date Created: xx/xx/xx	Police IVR (602) 262-6200	Filename: xxx.vsd	
Revised by: xxx	Revision Date: xx/xx/xx		Contact: xxx	Phone: xxx-xxx-xxxx

Citizen



IVR



Interactive Voice Response

Approximately 1103 Calls per week

**TIER 1**

Hello and thank you for calling the City of Phoenix. If this is a life-threatening emergency, please hang up and dial 9-1-1. Para español (Spanish) press or say 9. For more information on city programs and services also visit the official web site of the City of Phoenix at www.phoenix.gov

Spanish "9"

1. For Water and sewer, please press or say 1
2. Trash and recycling, press or say 2
3. For tax, license, Parking ticket information press or say 3
4. Building permits, inspections, planning & zoning press or say 4.
5. To report graffiti, illegal signs or other code violations press or say 5.
6. For street lights, potholes, or road hazards, press or say 6
7. If you are a member of the media, press or say 7.

To hear more options press or say star \*

These menu options will repeat.

**TIER 2**

1. For courts, citations, fines or jury duty, please press or say 1.
2. For police non-emergencies, police records, impounds or fingerprinting, press or say 2.
3. Parks, community centers, swimming or ball fields press or say 3.
4. For jobs or employment information, press or say 4.

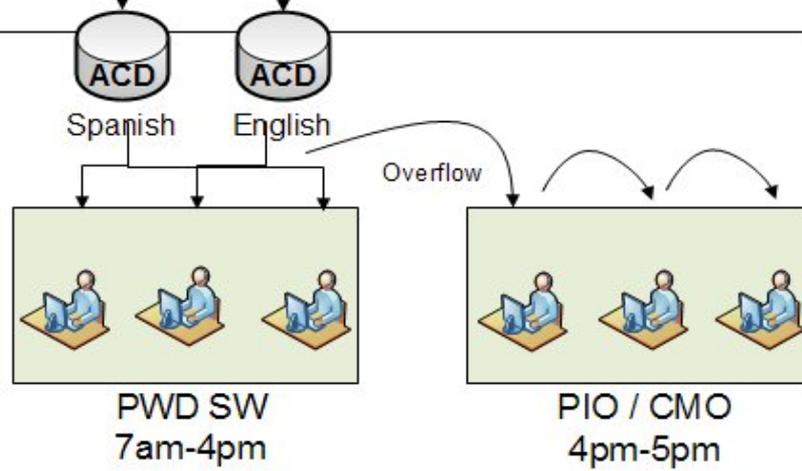
Live Agent "5"

Automatic Call Distributor

Approximately 385 Calls per week  
 - Employee look-up  
 - Community or Govt information



Our estimated call volumes

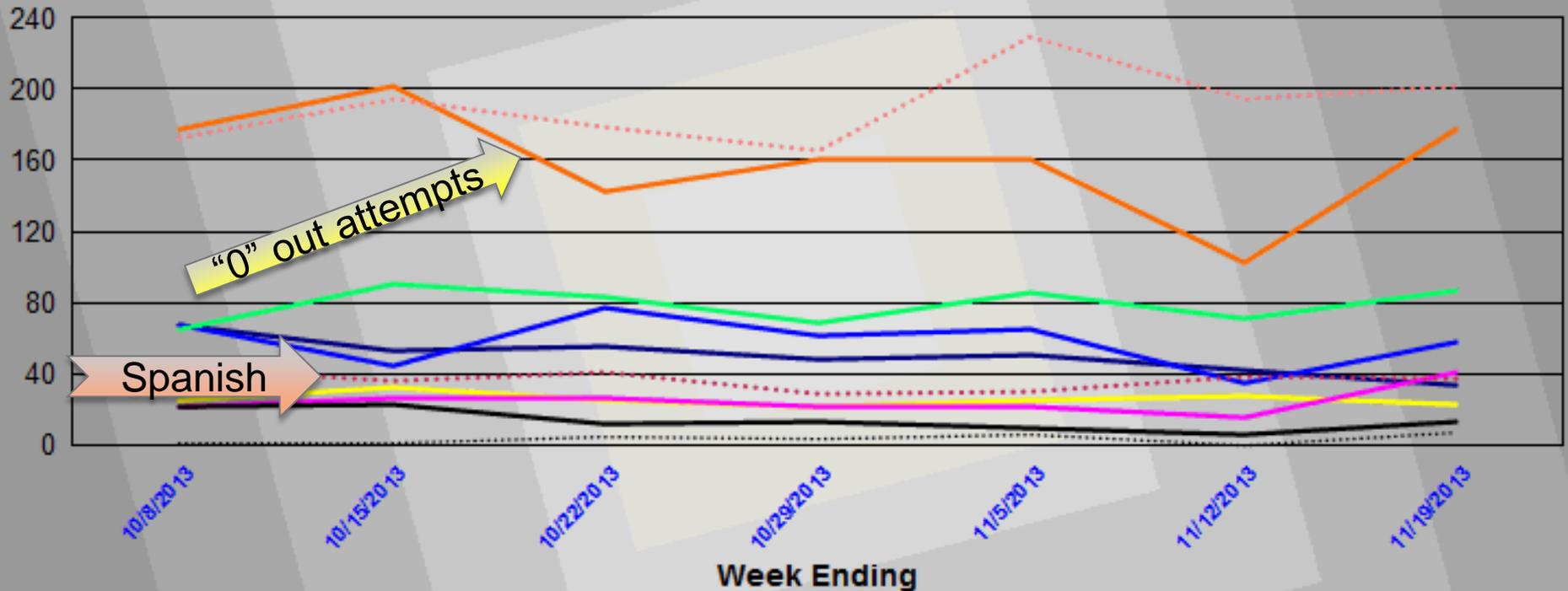




# Go Live – Tier 1 Results

## Tier 1 Main IVR 8am - 5pm

Calls



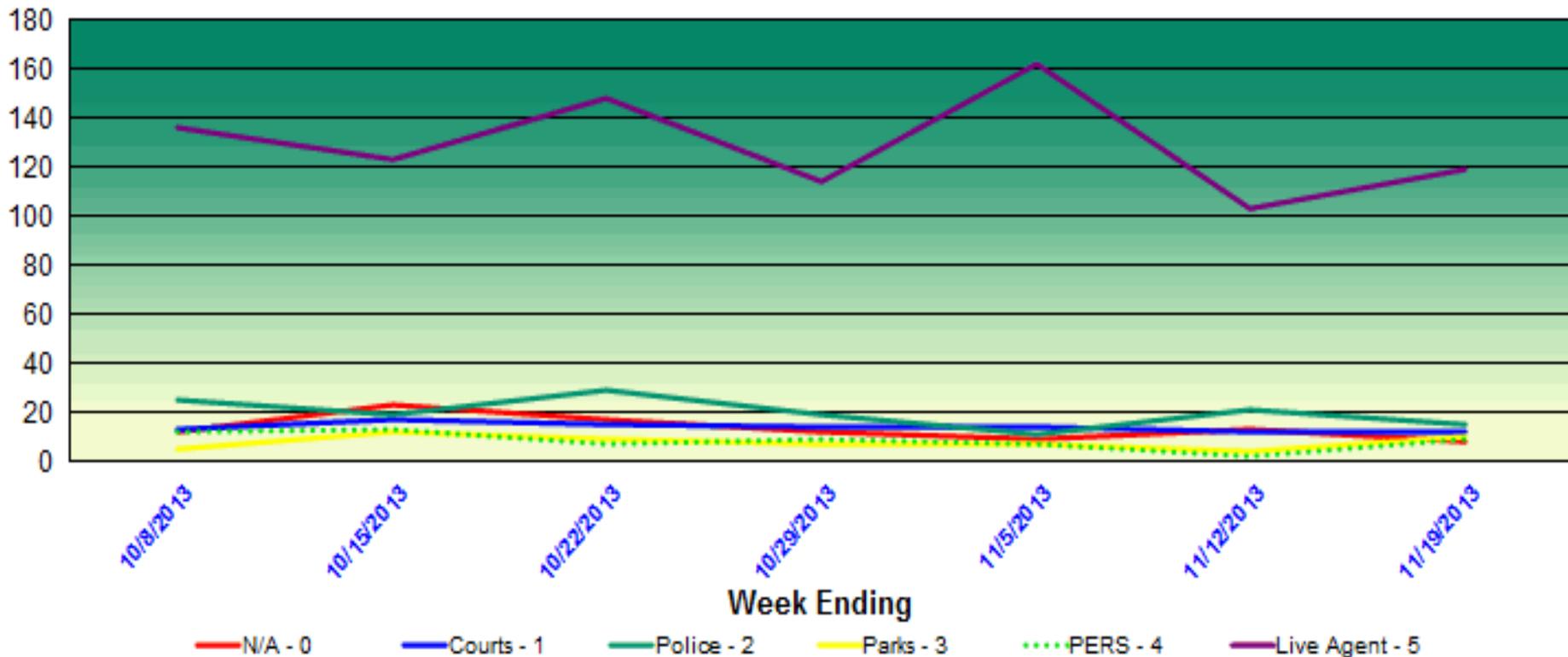


# Go Live – Tier 2 Results

## Solid Waste Agents

### Tier 2 IVR 8am - 4pm

Calls



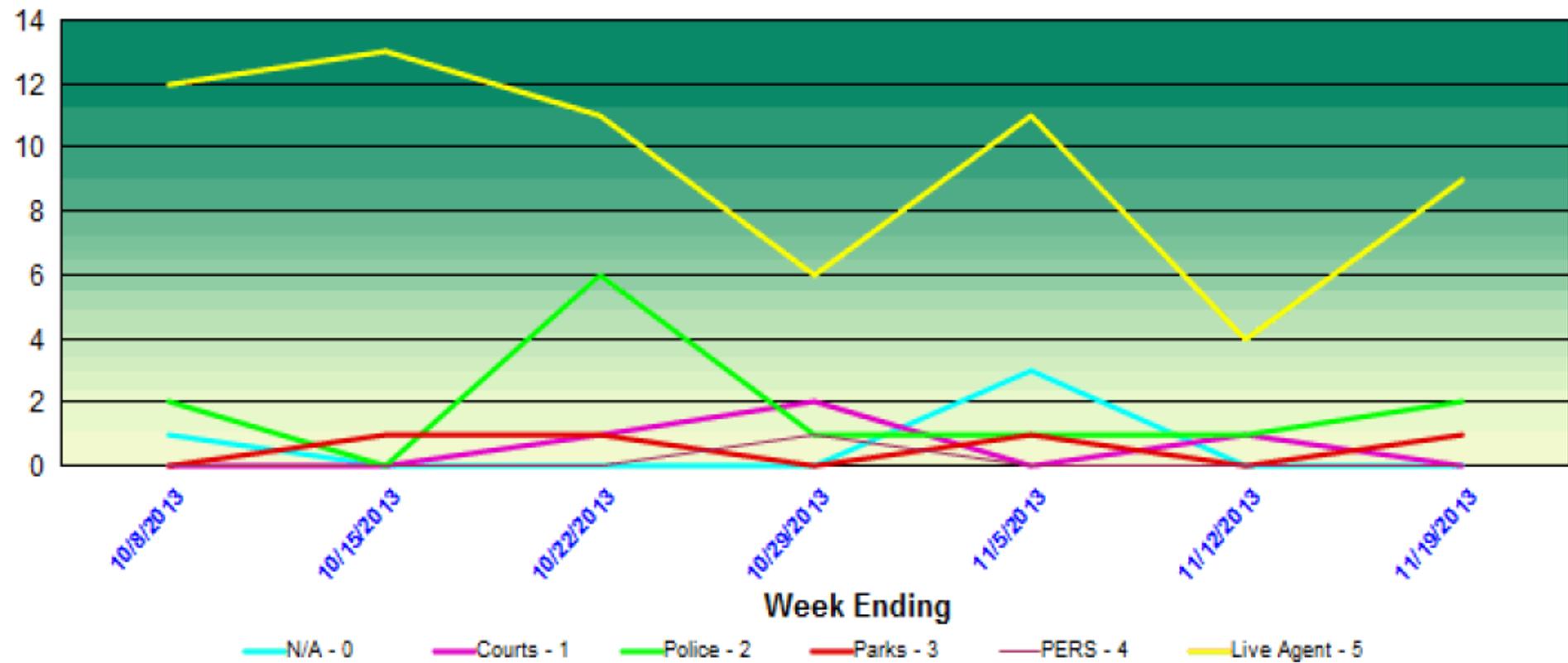


# Go Live – Tier 2 Results

## PIO / CMO Agents

### Tier 2 IVR 4pm - 5pm

Calls





# Results vs. Estimates

System	Estimated Weekly Call Volume	Actual Results	% of calls going to Live Operator
ACD "Live"	385	138	9%

91% reduction in calls redirected by LIVE agent.

No complaints from citizens so far.





# Questions

