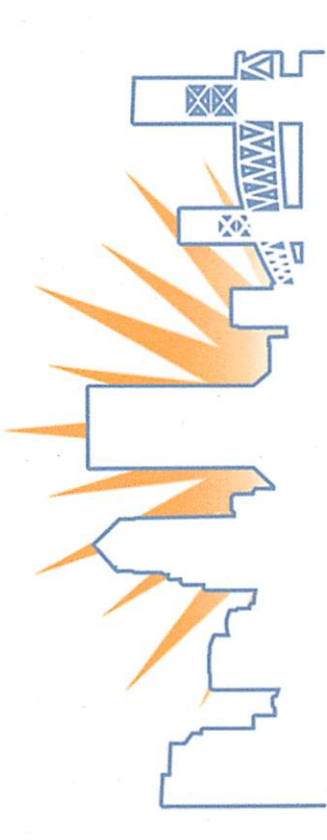




Neighborhoods, Community Services, Public Health and
Safety Committee


August 16, 2021




MYJAX

CUSTOMER SERVICE CENTER

myjax.custhelp.com 904-630-2489














Request a service
online, anytime, 24/7



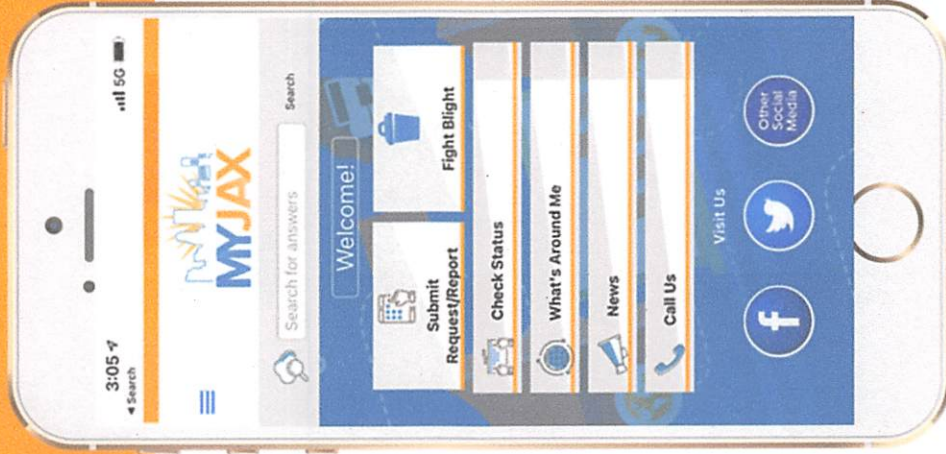
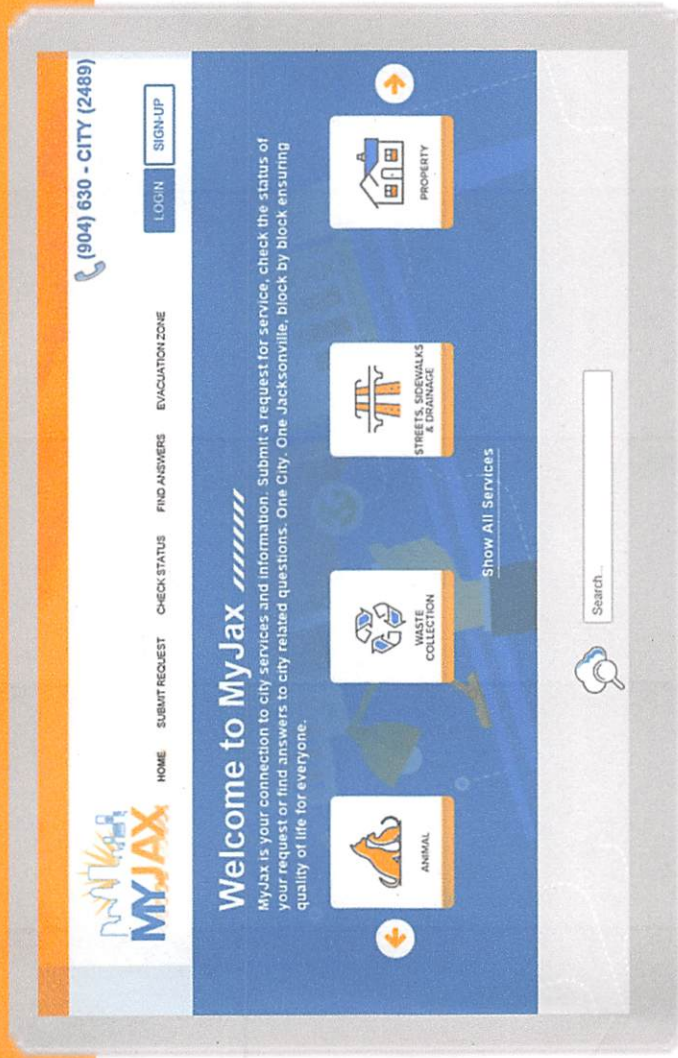
**click
-or-
call**

Monday-Thursday:
8 am - 5 pm
Friday: 8 am - 7 pm
Saturday: 8 am - 12 pm
Closed Sundays and Holidays

-  • **237,074** Agent Assisted English Phone Calls
-  • **1,447** Agent Assisted Spanish Phone Calls
-  • **212,015** System Assisted Calls
-  • **310,553** Service Requests
-  • **800,292** Online Visits
-  • **583,390** Mobile App Visits
-  • **18,874** Emails
-  • **2,938** Walk-in
-  • **138** Chat Sessions
Pilot program began May 2021 Wednesday & Thursday 10 am – 3 pm
-  • **18,995** Public Records Requests Processed
-  • **3,318** Scheduled Appointments
Emergency Financial Assistance Appointments

October 1, 2020 – July 31, 2021

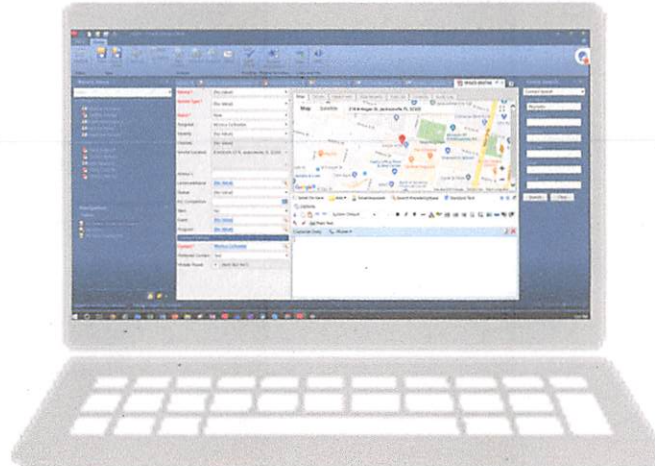
CUSTOMER PORTAL



HOW IT WORKS



A Customer Service Representative answers the phone and provides a one-on-one personal service. They acknowledge the customer's concerns and answer questions.

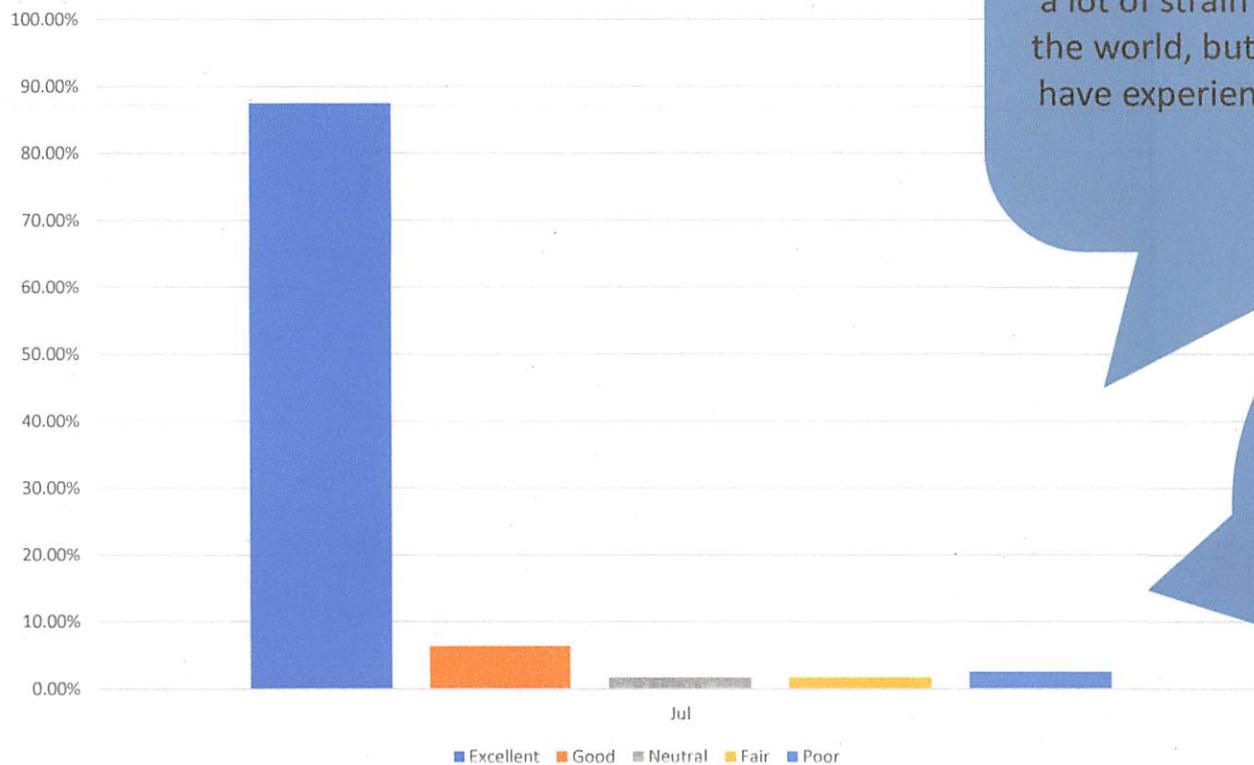


Using over 2,000 Guides/Knowledge Base articles an interview is conducted. The customer's responses to the interview determines how the service request is routed and the information given to the customer.



Once the service request is created in the system it is routed to the responsible division to act and follow-up.

CUSTOMER FEEDBACK



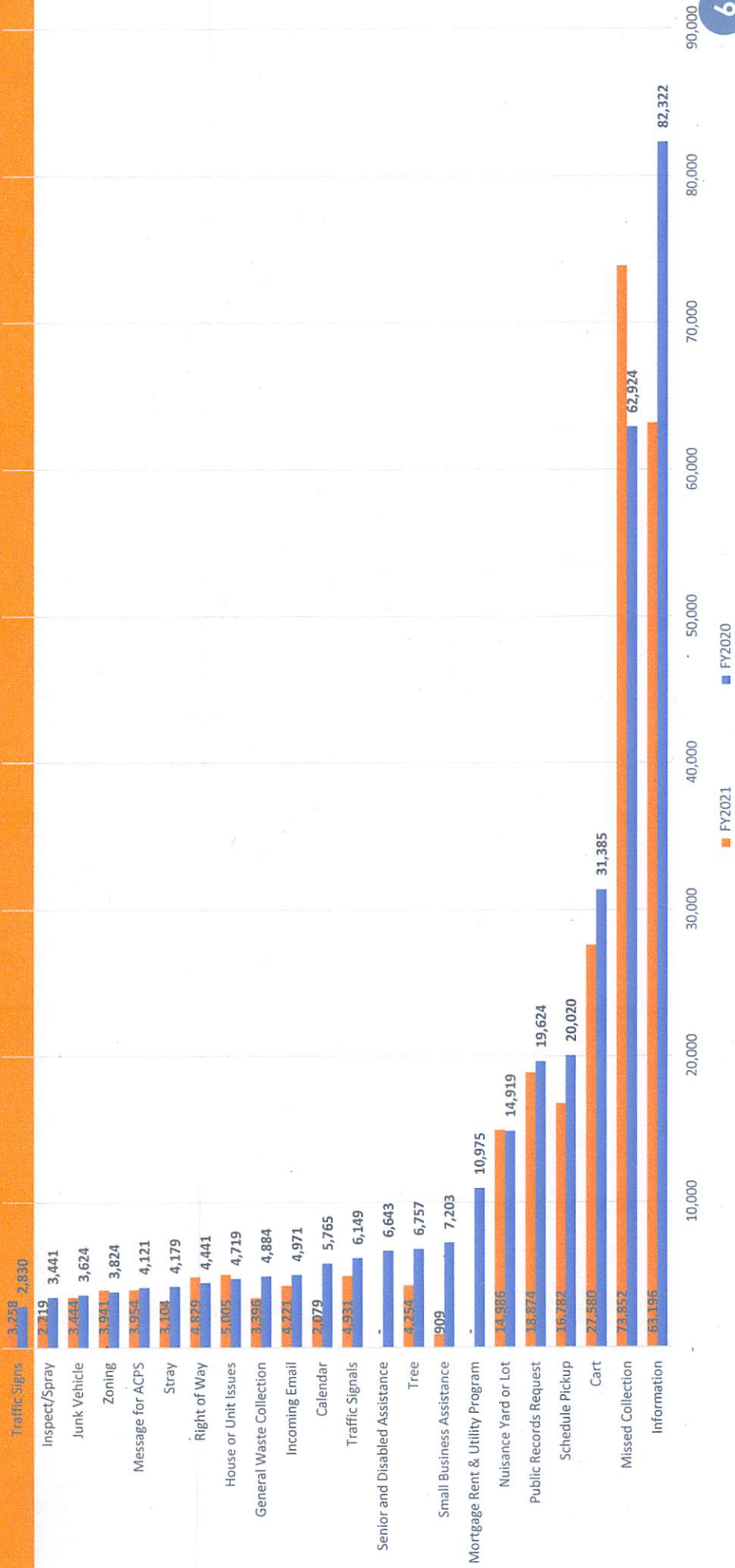
"I've had to contact the City over several necessary matters and just general questions for my own information, every single employee I have spoken to at the city has been nothing but kind and friendly. I just I really appreciate all the help from the City of Jacksonville, and I know that they're probably under a lot of strain and under staff like a lot of the rest of the world, but they are certainly not showing it and I have experience nothing except excellent customer service."

-Post call survey comment 7/14/21

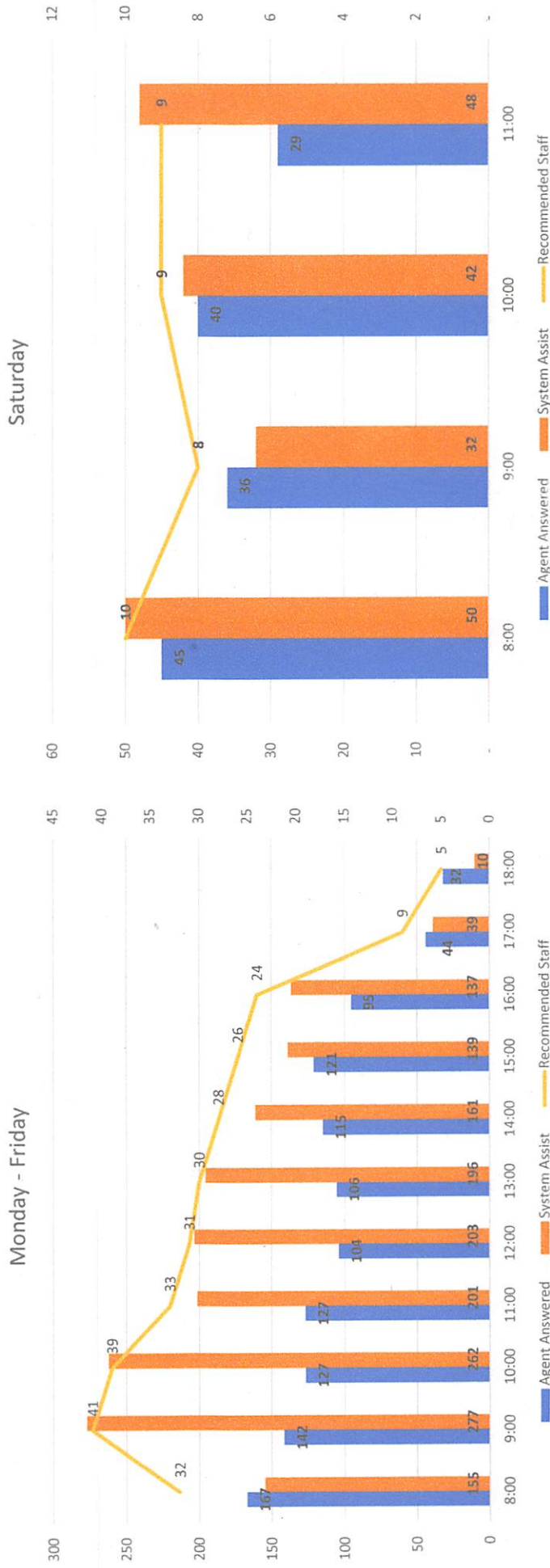
"I had a very pleasant conversation with the representative. She was so helpful in sending me the information by email....Really was a pleasure having her help me today."

- Post call survey comment 7/7/21

COMPARISON OF TOP SERVICE REQUESTS



AVERAGE CALLS PER HOUR



Q&A

Q1 - What kind of accountability/follow-up is there?

A1 - The divisions are accountable for the service requests and follow-up. The customer service representative documents the inquiry within the MyJax System. The system routes the request to the designated division. There are many reports within the MyJax system enabling divisions to monitor performance. Divisions are to report, on a weekly basis, their past due service requests in their Situational Report.

Q2-When an issue remains open for a long time, who follows up on it?

A2 - When an issue remains open for a long period of time, it will appear in the division's past due log.

Q3-Is there a mechanism to elevate to supervisors or make priority?

A3 - Yes, each service request can be escalated within the system up to 4 times. Emails are sent to the escalation path established in the system, directed by the divisions. Additionally, a call can be escalated to a 630-CITY supervisor. The 630-CITY supervisors works with the designated point of contact and follows up with the customer.

Q&A

Q4 - Do you circle back with those who place a concern?

A4 - The system was designed to send updates to customers via email. Our understanding is the person responsible for the escalation follows up with the customers. When a 630-CITY leader works an escalated service request, they follow-up with the customer as well as document information within the system.

Q5- How do constituents know when issues have been handled?

A5 - The customer receives an email when the service request has been updated or closed. They can also go online to myjax.custhelp.com and view the status of their service request.

Q6-Is there a mechanism to elevate to supervisors or make priority?

A6 - Yes, each service request can be escalated within the system up to 4 times. Emails are sent to the escalation path established in the system, directed by the divisions. Additionally, a call can be escalated to a 630-CITY supervisor. The 630-CITY supervisors works with the designated point of contact and follows up with the customer.

REAL-TIME MONITORING

- 49 Calls Holding
- 15 Talking with customers
- 1 Call Enroute
- 1 Outbound Call

Team Performance

ICSS_TM

Start Monitoring Ready Not Ready Sign Out

Include Logged Out Agents

Agent Name	State	Time in State	Extension
Joyce Mathews	Talking	00:12:49	5552899
Samantha Brown	Talking	00:00:02	5552663
Jose Velasco	Talking	00:00:41	5552673
Sherlene Asbury	Talking	00:03:55	5552979
Carla Granato	Talking	00:01:45	5552670
LaTanika Harris	Talking	00:05:51	5552897
Sakenia Frazier	Talking	00:03:30	5552945
Bill Adams	Talking	00:07:12	5552650
Lizett Rodriguez	Talking	00:08:02	5552828
Carolina Neumann	Talking	00:07:06	5552946
Tierra Addison	Talking	00:00:19	5552669
Clorraine Island	Talking	00:00:51	5552739
DJ Lewis	Talking	00:01:06	5552672
Ashleigh Clark	Talking	00:02:41	5552736
Melodia Bennett	Talking	00:01:15	5552664
Laphine Warren	Reserved	00:00:00	5552676
Brandon Smith	Not Ready - Research	00:01:49	5552674

Recent Call History

Voice CSQ Summary Report

CSQ ...	Wait...
630CITY...	49
Animal_EN...	3
Animal_SP...	0
Bldg_CE...	0
Bldg_Perm...	0
City_EN_C...	8
City_SP_C...	1
Driver_Lce...	3
ER_EN_CSQ	0
ER_SP_CSQ	0
FinAsT_EN...	20
FinAsT_SP...	0
General	4
ITD-AFTE...	0
ITD-INCID...	0
ITD-REQU...	0
ITD_ICLO...	0
JPL_Arghl...	0
JPL_Beat...	0
JPL_Bradh...	0

The last best experience you had
anywhere sets your expectation for
the experiences you have every
where.

MYJAX



Asbury, Sherlene



Velasco, Jose



Island, Clorraine



Maddox, Amy



Johnson, Belinda



Granato, Carla



Adams, William



Ford, Erica



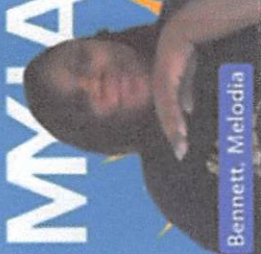
Addison, Tierra



Kelly, Heather



Warren, Laphine



Bennett, Melodia



Wilson, Valerie



Cichowlas, Monica



Brown, Samantha



Austin, Harriet

OUR MYJAX TEAM THANKS YOU!

THANK YOU!