

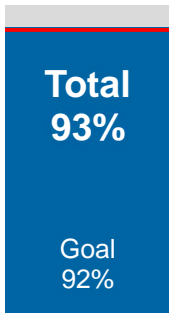


Voice of the Customer

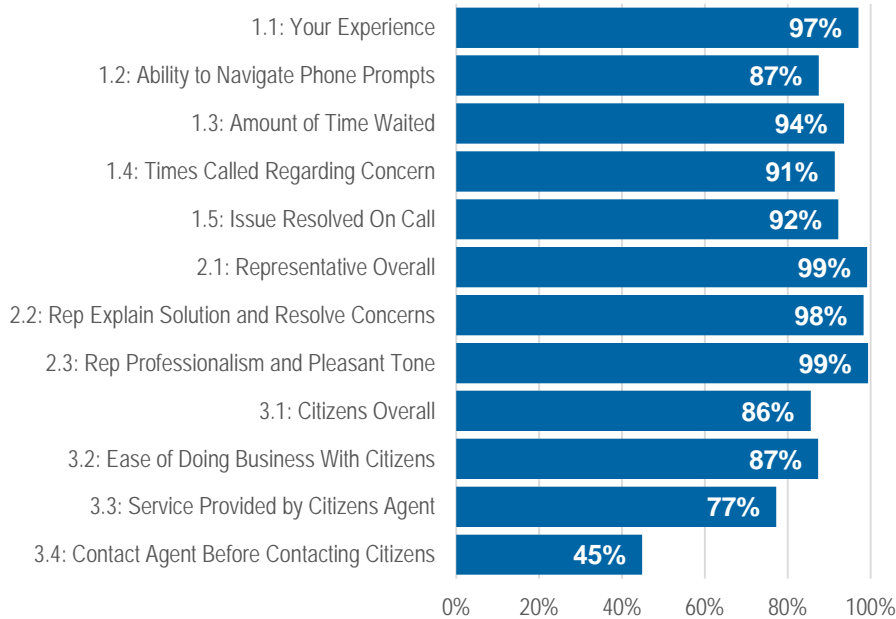
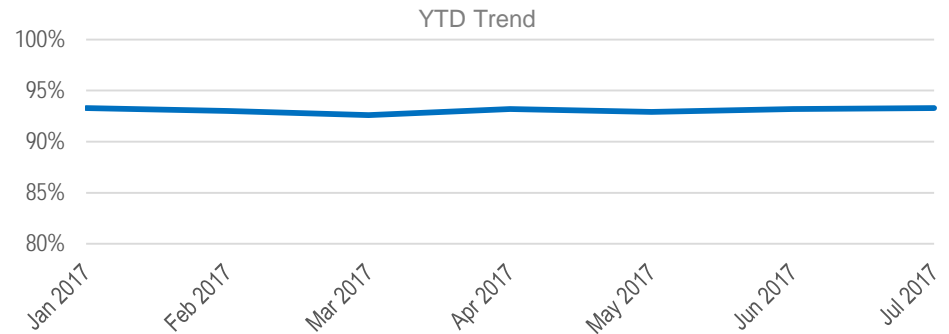
Consumer Services Committee
September 2017

Customer Care Center VoC Survey Results

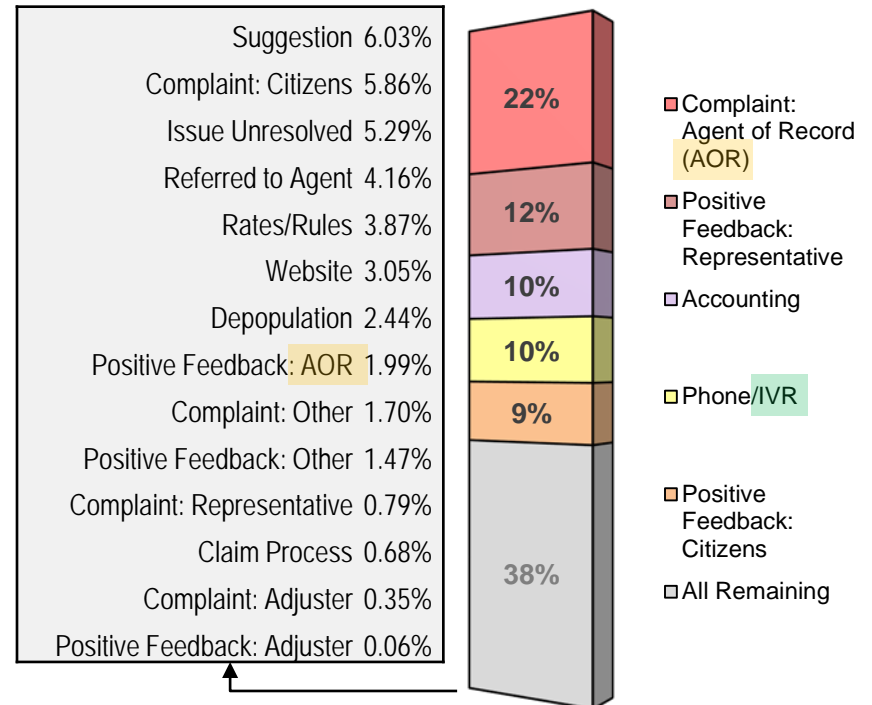
2017 Year to Date

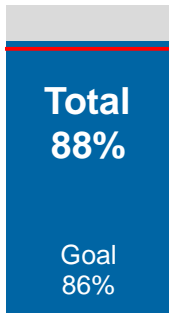


Surveys	7,729
Resp. Rate	18.1%
Section 1	92%
Section 2	99%
Section 3	83%

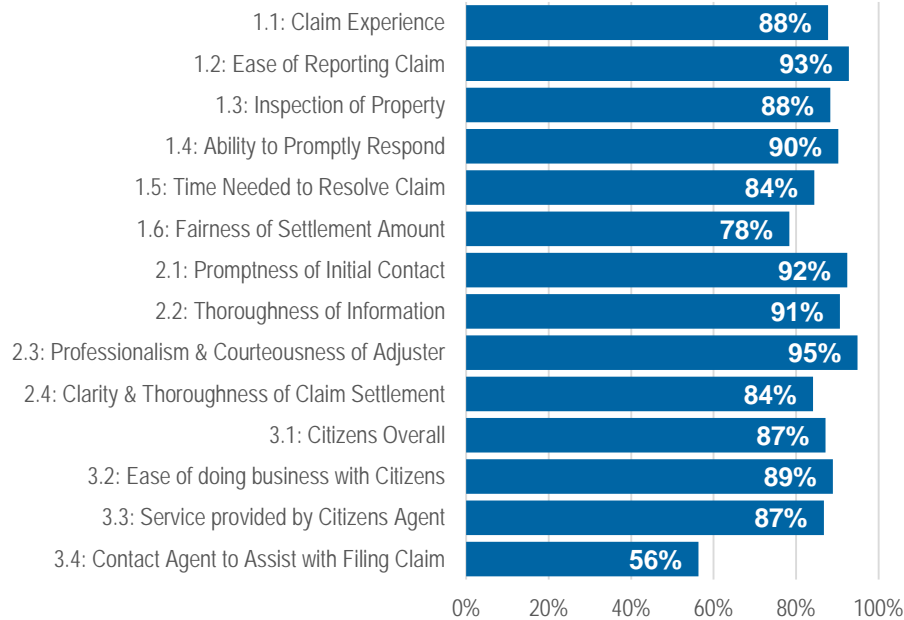
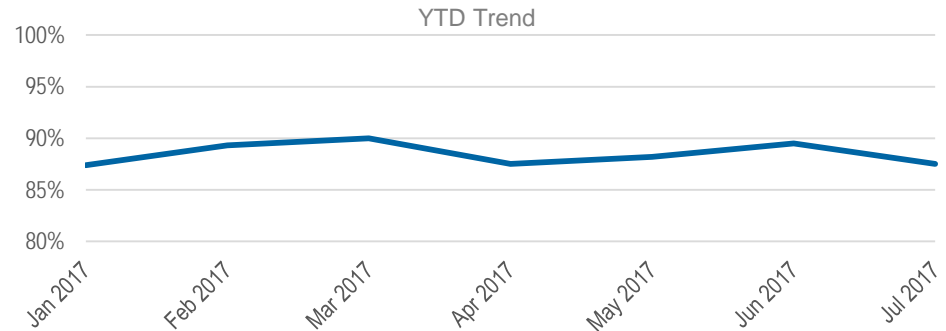


Verbatim Responses

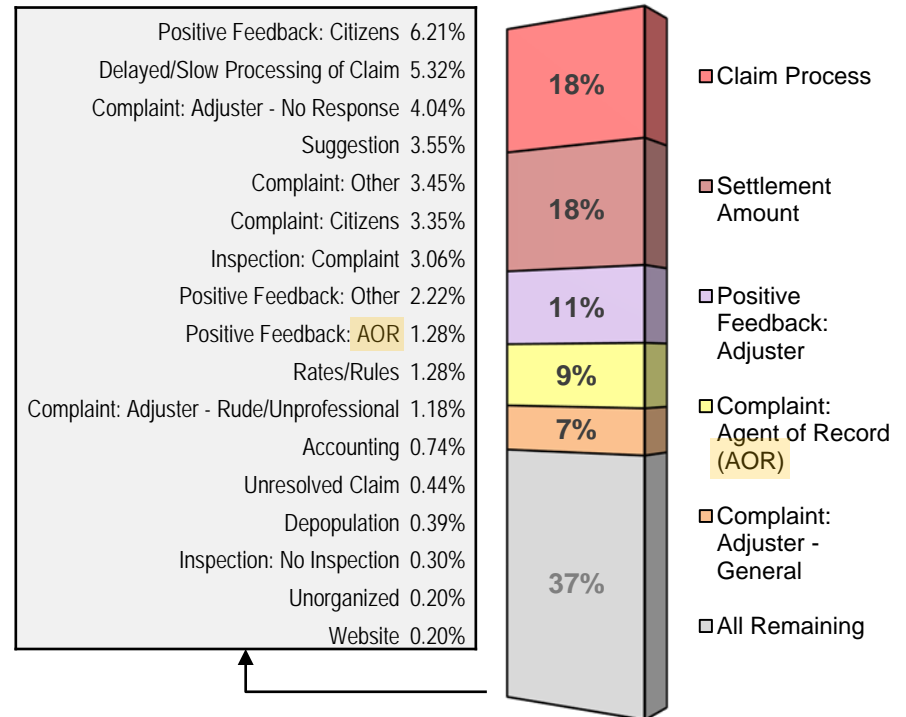




Surveys	1,612
Resp. Rate	35.6%
Section 1	87%
Section 2	90%
Section 3	88%



Verbatim Responses





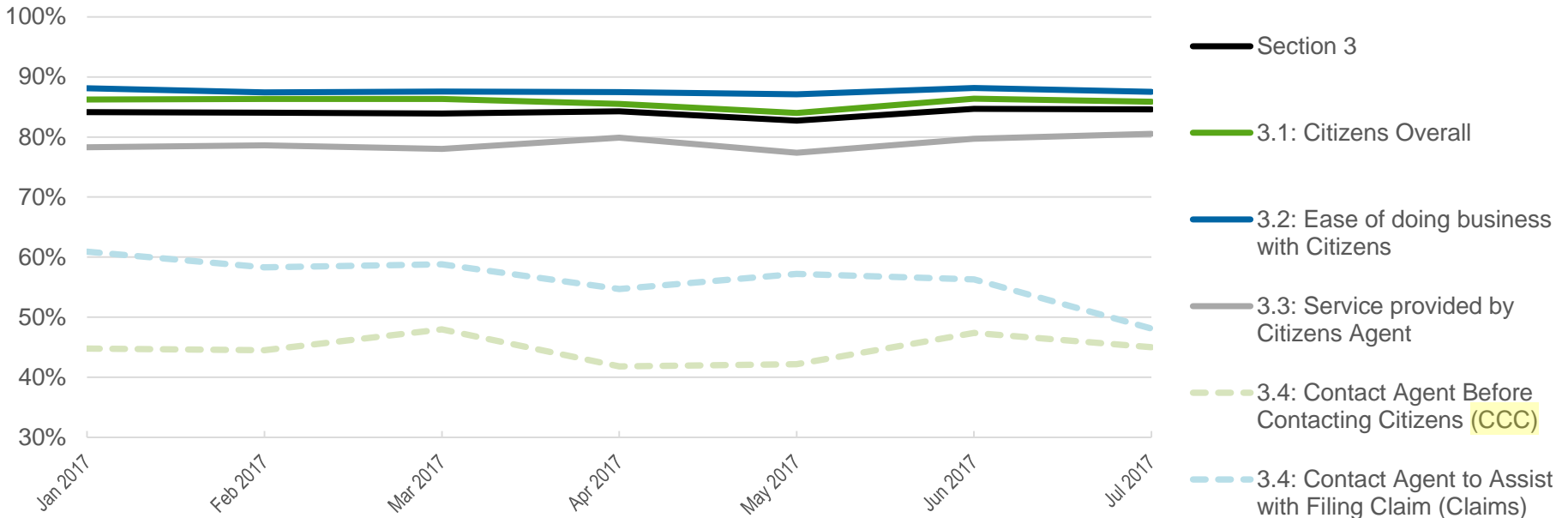
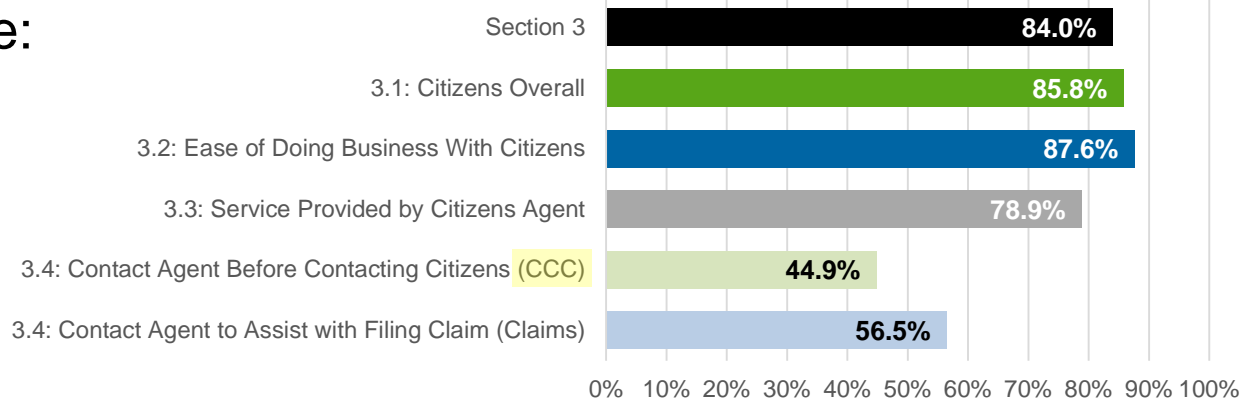
Voice of the Customer

Section 3: Citizens Overall (YTD)

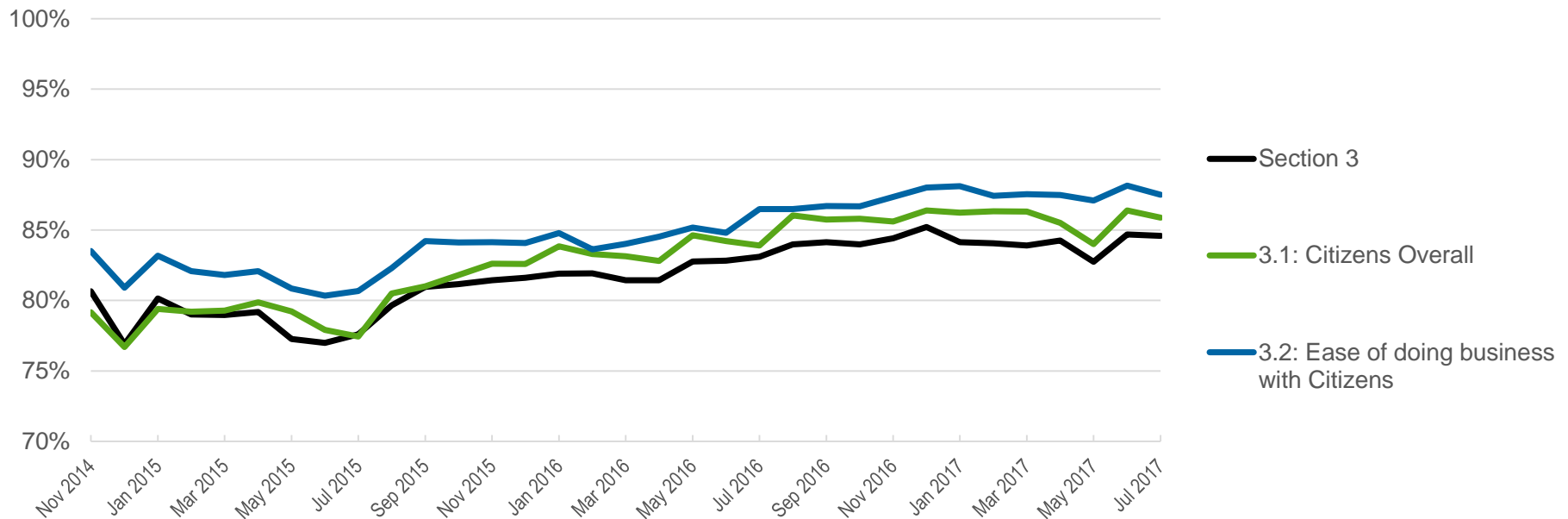
Section 3 Combined Score:

84.0%

Combined Scores



	Section 3	Citizens Overall	Ease of Doing Business
2015	79.3%	79.9%	82.3%
2016	83.1%	84.7%	85.8%
2017	84.0%	85.8%	87.6%



Self-Service Initiatives

- Influence prioritization of low-touch/high-value items

Payment Enhancements

- Leverage feedback for new functionality

Interactive Voice Response (IVR - Phone System)

- Guide improvements with new IVR implementation

Agency Performance

- Reviewed monthly to identify low and high performers

Adjuster Performance

- Monthly scorecards to identify and address vendor performance

Validate Complaint Scope

- Is complaint an isolated incident or widespread?

Service Recovery

- Going above and beyond, making exceptions to improve a poor experience

Process Improvement

- Improving processes brought to light due to a poor customer experience

Interactive Voice Response (IVR) Feedback

- Too many prompts/confusing/goes in circles
- Make it easier to speak to a live Customer Care Representative
- Automated system (policy information) not intuitive

Improvements

- Enhance self-service functionality
 - IVR/automated policy information at the beginning of the call (enter policy number)
- Telephone number/policy number matching
- Option for Customer Care Representative
- Reduction in prompts
- Consolidated servicing options
 - Claims and Policy Service on same IVR (currently 2 separate numbers)
 - Agent options: Agency Services, Technical Support, Policy Service on same IVR (currently 4 separate numbers)