



Tasha's Informative Memo



Memorandum


To: Call Center Team
From: Tasha
Re: High Value Changes to the CSR


 Drum roll, please! The update of our CSR software will be loaded soon and I want to tell you about the added or extended capabilities that affect you most. The update has features that will make your life easier.


 Besides the Top 5, the update includes other changes that have little or no impact on our workflow. You can browse the changes on the intranet. Please take a quick look at them before the update is loaded.

Call Center's Top 5 System Enhancements


1. **Change: New Call Scripts**


 Over the last six months, we asked you to suggest revisions to our call scripts. Some of the most frequently used scripts were inaccurate and too complicated. You had to improvise calls more and more, which defeats the whole purpose of having scripts. You contributed many changes and have been asking when they will be implemented. The answer: on the first of the month!


 *Benefit*


 The scripts are overall more useable: more accurate, better organized, and easier to follow.

2. **Change: Automated Live Chat Lookups**


 When customers request live chat on our website, a pop-up form asks customers for their names, email addresses, and the subject of their chat request. This information will prompt an automatic lookup of customer records and set the right knowledge resources—all before you start the chat session.


 *Benefit*


 Live chat has been a success for us and our customers. Now you

 won't have to do lookups and set resources on the fly, which frees you to concentrate on the customer.


3. **Change: Floating Notes Window**


 No more switching back and forth to take notes! You can open a new window for making notes about a call that floats on top of the interface. It stays open when you go to another screen.


 *Benefit*

 You've been asking for this feature and IT has delivered. This change is a timesaver with other benefits. I think it will improve note quality and, as a result, make it easier to understand what another rep has done on an account when you speak to the customer.


4. **Change: System Response Indicator**


 The interface now includes a system response indicator in the upper right-hand corner: green for fast response time, yellow for moderate, and red for slow.


 *Benefit*

 A small change? Yes. A benefit? Yes, absolutely. You won't be surprised again when you perform an action with the customer on the phone and the system responds slowly. You can alert the customer in advance and cover the dead time while the system responds with the filler scripts we've developed.

5. **Change: Simplified Tools for Editing Call Scripts**

 Senior reps, you will welcome this change: The call script editing tools have been simplified. Instead of the long lists of functions, the tools are organized into five palettes. Rarely used tools have been moved into a separate dropdown menu.

 *Benefit*

 The script editing tools aren't used often so senior reps don't commit them all to memory. The palettes make tools easier to identify and select. Reducing the clutter of mostly unused functions enhances ease of use, too.

Do you have questions? Give me a call or send me an email.