

Achieves highest customer satisfaction in the sector with livepro



Staff training reduced from 2 Weeks to 2 days

## The Challenge

Goulburn Mulwaree Council constantly strives to be “easy to do business with”, and the ability to rapidly deliver consistent, accurate information to citizens is critical to meeting this goal. But when the Council experienced an influx of new customer service staff, it struggled to maintain the high standards of phone service set by more experienced team members.

“Our staff typically relied on their own notes and the Council’s website, which lacked information on processes. So without an accessible source of consistent, up-to-date knowledge, training new hires was time consuming and expensive.

## The Objective

To enable the new staff to provide the best possible service to citizens, the Council needed to significantly improve its training and knowledge management strategy. The organization set out to find a new solution that could meet the following objectives:

- Reduce the time and cost for training new hires
- Make consistent, up-to-date information readily available to both staff and customers
- Improve first call resolutions and reduce average handling times
- Boost customer satisfaction, giving them confidence that they have spoken to a knowledgeable team member

livepro met these goals and more, emerging as the ideal answer to the Council’s challenges. Showcasing the product to the wider Council, the customer service team quickly secured buy-in for livepro from the entire organization. Before long, Goulburn Mulwaree had implemented 319 livepro templates, which are now utilised 1,200 times per month.

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In the latest annual CSBA report on customer satisfaction among local governments, we finished at the top of the entire sector – and that can be attributed to the use of livepro.

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- Goulburn Mulwaree Council



## Increase in Customer Satisfaction



98%

excellent or good in customer satisfaction survey

## The Outcome

Thanks to livepro, the Council's onboarding difficulties are behind it - with training time reduced from two weeks to just two days. What's more, the new knowledge management system is so intuitive that temporary staff with minimal training can be brought in to cover for team members who are sick or on leave.

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*Customer satisfaction is also way up!*

*Customer surveys for 2019/2020 came back with 98% excellent or good.*

*In the latest annual CSBA report on customer satisfaction among local governments, we finished at the top of the entire sector with 84%.*

*That's up from 71% this time last year, and our closest rival is currently sitting at 77%. These scores can be attributed to the use of livepro, providing us with consistent information in a timely manner.*

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- Tony Shower, Goulburn Mulwaree Council



### About livepro

For over 20 years livepro has been the leading provider of premium knowledge management to award-winning customer service centers. Organizations from every major industry all over the world trust livepro to help them improve customer experience, reduce costs, engage employees, ensure compliance and offer management insights. At livepro, we pride ourselves on having the system that is the easiest to use, easiest to manage and a team that is the easiest to work with - always.

Last but not least, internal staff morale and engagement have seen significant improvements. By empowering them with easy access to accurate information, and simplifying complex processes, livepro has taken the stress off customer service staff. Colleagues throughout the organization have noticed how well the department has been performing, with the team being nominated for 15 individual and 7 team awards for staff recognition.



Contact livepro today

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